

File 348:EUROPEAN PATENTS 1978-2003/Apr W04

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File 349:PCT FULLTEXT 1979-2002/UB=20030501,UT=20030424

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Set	Items	Description
S1	833204	SHOPPING OR PURCHAS? OR BUY? OR BOUGHT OR TRANSACT? OR ORDER??? ER???
S2	327655	ONLINE OR INTERNET OR WWW OR WEB OR CYBER OR VIRTUAL OR DIGITAL? OR COMPUTERI? OR E() (TAIL? OR MALL? ?) OR CLICK(1W)MORTAR OR KIOSK?
S3	809712	STORAGE OR STORING OR STORED OR STORE OR HOLD? OR RETAIN? - OR RETENTION
S4	32850	(USER? ? OR PURCHASER? OR BUYER? OR CUSTOMER? OR IDENTIFI? OR ID OR ACCOUNT OR CONFIRMATION OR ORDER OR PO) (1W) (NUMBER? - OR DIGIT? ? OR NUMERAL?)
S5	906854	MATCH? OR EQUATES OR EQUATED OR EQUATING OR ANALOGOUS? OR - CONFORM? OR COINCID?? OR COINCIDING OR CORRESPOND???
S6	611110	MERCHANDI? OR GOODS OR WARES OR PRODUCT? ? OR ITEM? ? OR - ARTICLES
S7	399253	ACKNOWLEDG? OR VERIF? OR CONFIRM? OR DOCUMENTATION? OR VALIDATION? OR AUTHENTICATION? OR RECEIPT?
S8	38591	(S2(10N) (S1 AND S3 AND S5 AND S7))
S9	23	(S1(5N)S2) (S) (S3 AND ((S4(5N)S5) (5N)S6) AND S7)
S10	576	(S1(5N)S2) (10N) (S3 AND (S5(5N)S6) AND S7)
S11	69	(S1(5N)S2) (10N) ((S3 AND (S5(5N)S6)) (2N) (ORDER? ? OR REQUEST? ? OR PO))
S12	93	(S1(5N)S2) (10N) ((S3 AND S4 AND (S5(5N)S6)) (2N) (ORDER? ? OR REQUEST? ? OR PO))
S13	41	S11 AND IC=(G06F-017/60 OR G06F-017/30)

9/TI,PY/1 (Item 1 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

Order receiving and ordering system
Bestellungsannahme- und Vergabesystem
Systeme pour reserver et pour recevoir des reservations
PATENT (CC, No, Kind, Date): EP 1220129 A2 020703 (Basic)
EP 1220129 A3 020828

9/TI,PY/2 (Item 2 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

On-line location of consumer product having specific configuration
On-Line-Auffinden eines Verbraucherprodukts mit einer spezifischen
Konfiguration
Localisation en ligne d'un produit de consommation avec une configuration
specifique
PATENT (CC, No, Kind, Date): EP 1146465 A2 011017 (Basic)
EP 1146465 A3 020821

9/TI,PY/3 (Item 3 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

SALE MANAGING METHOD, SALE MANAGING SYSTEM, AND COMMODITY SELLING SYSTEM
VERTRIEBSVERWALTUNGSVERFAHREN, VERTRIEBSVERWALTUNGSSYSTEM UND WARENVERKAUFS
SYSTEM
PROCEDE ET SYSTEME DE GESTION DE VENTE, ET SYSTEME DE VENTE DE MARCHANDISES
PATENT (CC, No, Kind, Date): EP 1260922 A1 021127 (Basic)
WO 2001059641 010816

9/TI,PY/4 (Item 4 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

Order status inquiry and tracking
Auskunft uber und Verfolgen des Status einer Bestellung
Demande de renseignement et suivi d'etat d'une commande
PATENT (CC, No, Kind, Date): EP 1139264 A2 011004 (Basic)
EP 1139264 A3 020821

9/TI,PY/5 (Item 5 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

On-line system and method of ordering and specifying consumer product
On-Line System und Verfahren zur Bestellung und Spezifikation von
Gebrauchsgutern
Systeme en ligne et methode de commande et de specification d'un produit de
consommation
PATENT (CC, No, Kind, Date): EP 1139263 A1 011004 (Basic)

9/TI,PY/6 (Item 6 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

On-line reporting related to orders for consumer products having specific
configurations
On-Line-Berichterstattung in Zusammenhang mit Bestellungen von Konsumgutern
mit spezifischen Konfigurationen
Rapport en ligne relatif aux commandes de biens de consommation ayant des
configurations specifiques
PATENT (CC, No, Kind, Date): EP 1139262 A2 011004 (Basic)
EP 1139262 A3 020821

9/TI,PY/7 (Item 7 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

Computer apparatus for facilitating the creation of variable price contracts

Computer zum Erleichtern der Erstellung von variablen Preisubereinkommen

Ordinateur facilitant la creation de contrats a prix variables

PATENT (CC, No, Kind, Date): EP 1102190 A2 010523 (Basic)

EP 1102190 A3 021211

9/TI,PY/8 (Item 1 from file: 349)
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METHOD AND SYSTEM FOR PROCESSING TRANSACTIONS

PROCEDE ET SYSTEME DE TRAITEMENT DE TRANSACTIONS

Publication Year: 2002

9/TI,PY/9 (Item 2 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

SETTLEMENT SYSTEM AND METHOD USING CYBER MONEY

SYSTEME DE REGLEMENT ET PROCEDE D'UTILISATION DE MONNAIE ELECTRONIQUE

Publication Year: 2002

9/TI,PY/10 (Item 3 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

OFF-LINE BUYING AUTHENTICATION SYSTEM AND METHOD

SYSTEME ET PROCEDE D'AUTHENTIFICATION D'ACHAT HORS RESEAU

Publication Year: 2001

9/TI,PY/11 (Item 4 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

COMMODITY BROKERAGE SYSTEM AND METHOD

SYSTEME ET PROCEDE DE COURTAGE EN MARCHANDISES

Publication Year: 2001

9/TI,PY/12 (Item 5 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

SYSTEM AND METHOD FOR COMMUNICATING PRODUCT RECALL INFORMATION, PRODUCT WARNINGS OR OTHER PRODUCT-RELATED INFORMATION TO USERS OF PRODUCTS

SYSTEME ET PROCEDE DE COMMUNICATION D'INFORMATIONS SUR LES RETRAITS DE

PRODUITS ET SUR LES MISES EN GARDE SUR LES PRODUITS, OU D'AUTRES

INFORMATIONS RELATIVES AUX PRODUITS, AUX UTILISATEURS DES PRODUITS

Publication Year: 2001

9/TI,PY/13 (Item 6 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

SYSTEM AND METHOD FOR LOCATING AND DISPLAYING WEB-BASED PRODUCT OFFERINGS

SYSTEME ET PROCEDE POUR LA LOCALISATION ET LA PRESENTATION D'OFFRES DE

PRODUITS ACCESSIBLES SUR INTERNET

Publication Year: 2001

9/TI,PY/14 (Item 7 from file: 349)
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AN ELECTRONIC COMMERCE SYSTEM AND A METHOD OF THE SAME
SYSTEME DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE
Publication Year: 2001

9/TI,PY/15 (Item 8 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

ANY-TO-ANY COMPONENT COMPUTING SYSTEM
SYSTEME INFORMATIQUE A COMPOSANTS TOUTE CATEGORIE
Publication Year: 2001

9/TI,PY/16 (Item 9 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

UNIVERSAL ONLINE SHOPPING LIST
LISTE D'APPROVISIONNEMENT EN LIGNE UNIVERSELLE
Publication Year: 2001

9/TI,PY/17 (Item 10 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

METHOD AND APPARATUS FOR REAL-TIME, REMOTE LOCATION SHOPPING OVER A
COMPUTER NETWORK
PROCEDE ET DISPOSITIF PERMETTANT DE FAIRE DES ACHATS A DISTANCE SUR UN
RESEAU INFORMATIQUE
Publication Year: 2001

9/TI,PY/18 (Item 11 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

COMPLETING MONETARY TRANSACTION BY PRESENTING VALUE MESSAGES TO A POSTAL
AUTHORITY
ACHEVEMENT DE TRANSACTION MONETAIRE PAR PRESENTATION DE MESSAGES DE VALEUR
A UNE AUTORITE POSTALE
Publication Year: 2000

9/TI,PY/19 (Item 12 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR PROVIDING COMMERCE-RELATED
WEB APPLICATION SERVICES
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DESTINES A LA FOURNITURE DE
SERVICES D'APPLICATION DANS LE WEB LIES AU COMMERCE
Publication Year: 2000

9/TI,PY/20 (Item 13 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

SYSTEM AND METHOD FOR PROCESSING AUTHENTICATION MARK REQUESTS MADE ON-LINE
SYSTEME ET PROCEDE PERMETTANT DE TRAITER EN LIGNE DES DEMANDES DE REPERES
D'AUTHENTIFICATION
Publication Year: 2000

9/TI,PY/21 (Item 14 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

BAR CODE SYMBOL DRIVEN SYSTEMS FOR ACCESSING INFORMATION RESOURCES ON THE
INTERNET

SYSTEMES PILOTES PAR SYMBOLES SOUS FORME DE CODES A BARRES POUR ACCEDER A
DES RESSOURCES D'INFORMATION SUR L'INTERNET
Publication Year: 1998

9/TI,PY/22 (Item 15 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

SYSTEMS AND METHODS FOR SECURE TRANSACTION MANAGEMENT AND ELECTRONIC RIGHTS
PROTECTION
SYSTEMES ET PROCEDES DE GESTION DE TRANSACTIONS SECURISEES ET DE PROTECTION
DE DROITS ELECTRONIQUES
Publication Year: 1998

9/TI,PY/23 (Item 16 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

SYSTEMS AND METHODS FOR SECURE TRANSACTION MANAGEMENT AND ELECTRONIC RIGHTS
PROTECTION
SYSTEMES ET PROCEDES DE GESTION SECURISEE DE TRANSACTIONS ET DE PROTECTION
ELECTRONIQUE DES DROITS
Publication Year: 1996

9/3,K/19 (Item 12 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00761431

A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR PROVIDING COMMERCE-RELATED
WEB APPLICATION SERVICES
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DESTINES A LA FOURNITURE DE
SERVICES D'APPLICATION DANS LE WEB LIES AU COMMERCE

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Patent and Priority Information (Country, Number, Date):

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Application: WO 2000US14420 20000525 (PCT/WO US0014420)

Priority Application: US 99321492 19990527

Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY
CA CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK (utility
model) DM DZ EE EE (utility model) ES FI FI (utility model) GB GD GE GH
GM HR HU ID IL IN IS JP KE KG KP KR KR (utility model) KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SK
(utility model) SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
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Fulltext Availability:

Detailed Description
Claims

Detailed Description

... chart depicting multiple coding methods for conveying various
information relating to a system such as web architecture framework;
Figure 1B is a flowchart illustrating the method for identifying
redundancies and omissions...Figure 16 is an illustration of one
embodiment of the present invention for
facilitating a virtual shopping transaction ;
Figure 16A is an illustration of one embodiment of the present
invention for facilitating a virtual shopping transaction by
comparing different products and services; Figure 16B is an illustration
of one embodiment of...

...Figure 17 is an illustration of one embodiment of the present invention
for facilitating
a virtual shopping transaction by ascertaining needs of a user;
Figure 17A is an illustration of one embodiment of the present invention
for facilitating a virtual shopping transaction by generating a
solution based on the requirements of the
user;
Figure 18 is an...

...one embodiment of the present invention for allowing a user to customize
an item for purchase in a virtual shopping environment; Figure 19
is an illustration of one embodiment of the present invention for
advertising

in a **virtual shopping** environment;
Figure 19A is an illustration of one embodiment of the present invention for
advertising in a **virtual shopping** environment;
Figure 20 is an illustration of yet another embodiment of the present invention;
6...

...be employed in optimally conveying to a client or customer information relating to a specific **web** architecture framework in **order** to make a point or for sales purposes. In the present description, the details of ...but requires more significant effort to create and maintain.

The presentation design tools should facilitate **documentation** of these differences for design purposes and allow the design strategies to be implemented.

0...

...repository of choice?

The presentation design tools should be tightly integrated with the system components **stored** in the repository, such as windows, reports, screens, and other more abstract models to ensure...users want.

Once the user interface has been coded, the high-fidelityprototype is ready for **online** usability testing. The test results are compared with previous tests and routed back to the...and systems, enabling automatic analysis and dia ramming, assisted code tracing, editing capabilities, and automatic **documentation** . The

9

debugger allows the developer to enter program break points and step through a...these libraries come from third-party software houses does not always guarantee their quality. In **order** minimize the dependency of the final system on these components (thus reducing the impact of... content from agencies, usually delivered in the form of CD-ROMs.

NOTE: Tools required to **store** and manage media content (and **storage** fori-nats) are discussed in Tools - Information Management - Media Content Management
Test (136)
Testing applications...

Claim

... Placement (outbound sml7;19j)GS Communifies of Interes Capsb Order Tl
Calculations 7 Delivery (intiourectinj
Shopping can] F Discussion, Match **Web** c;nteni I Content Approval
Tax & Shippin9 Small) Sp Pr ,Os
(newignou S) acific user...3 rd p anpya)
Directory Services Management & Operations
We
a. -0 n:7 I Management & **storage**
ron
11 I Monagerrion't
l@@'tuoara of a at Auditing & Billing for]
Dot: hlslvvo...

...ITEMS FOR

PURCHASE

1602

ACCEPTING PAYMENT IN EXCHANGE FOR THE PREDETERMINED SET OF ITEMS 1604

STORING THE PREDETERMINED SET OF ITEMS 1606

ALLOWING THE USER TO COLLECTIVELY SELECT THE PREDETERMINED SET...

...2110

SETTING FORTH LICENSOR IDENTIFICATION INFORMATION / 2111

SETTING FORTH LICENSEE (USER) IDENTIFICATION INFORMATION / 2112

2113

VERIFYING IDENTIFICATION

Figure 21A

2108

DOWNLOADING DATA

TRANSMITTING DATA BASED ON USER SPECIFICATIONS

PROVIDING A PLURALITY...THE USER THE STATUS OF THE COMMERCIAL 2616
OFFERINGS

2606 Figure 26A

ALLOWING BROWSER-BASED AUTHENTICATION WITH USER 2700

VERIFICATION DATA

GRANTING ACCESS TO AT LEAST ONE OF APPLICATION AND SYSTEM 2702

DATA BASED ON THE USER VERIFICATION DATA

2704

ENABLING VIRTUAL PRIVATE NETWORKING

Figure 27

1414

CACHING CONTENT OF A NETWORK

2...

...2910

INTERFACING APPLICATIONS VIA PREDETERMINED PROTOCOLS OVER
THE NETWORK FRAMEWORK

Figure 29

1418

MANAGING CLIENT VERIFICATION DATA FOR USER AUTHENTICATION PURPOSES IN
A NETWORK FRAMEWORK

3002

PROVIDING ELECTRONIC MAIL CAPABILITIES IN THE NETWORK FRAMEWORK

ENABLING...

...Figure 30

PROVIDING DATA ACCESS FROM MULTIPLE SIMULTANEOUS DATA 3100
SOURCES OVER A NETWORK FRAMEWORK

STORING APPLICATION DATA OVER THE NETWORK FRAMEWORK 3102

Figure 31

1424

INTEGRATING FINANCIAL SYSTEMS OVER A...

...PROFILE DATA IN A SYSTEM

3402

MANAGING THE USER PROFILE DATA IN THE SYSTEM

04

STORING THE USER PROFILE DATA IN THE SYSTEM

MANAGING NETWORK OBJECT DATA IN THE SYSTEM 3406

STORING THE NETWORK OBJECT DATA IN THE SYSTEM 340

1

ASSIGNING OF COMMUNITY PROFILE DATA TO...

...PROFILE DATA IN THE SYSTEM 341

MANAGING THE COMMUNITY PROFILE DATA IN THE SYSTEM 3414

STORING THE COMMUNITY PROFILE DATA IN THE SYSTEM 341

1428

Figure 34

AUDITING ADMINISTRATIVE DATA IN...

9/3,K/22 (Item 15 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00418748 **Image available**

**SYSTEMS AND METHODS FOR SECURE TRANSACTION MANAGEMENT AND ELECTRONIC RIGHTS
PROTECTION**

**SYSTEMES ET PROCEDES DE GESTION DE TRANSACTIONS SECURISEES ET DE PROTECTION
DE DROITS ELECTRONIQUES**

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VAN WIE David M,

Patent and Priority Information (Country, Number, Date):

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Application: WO 97US15243 19970829 (PCT/WO US9715243)
Priority Application: US 96706206 19960830

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN
MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW
GH KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI
FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 195626

Fulltext Availability:

Detailed Description

Detailed Description

... used to migrate most non-electronic,
traditional information delivery models ('including
entertainment, reference materials, catalog **shopping** , etc.) into
an adequately secure **digital** distribution and usage management

- 36 -LE

-jau i am sluouianb oi S411i

uFellaD amsua ol sampamid Solduao...reference) in this example.

Container 302 may contain information content 04 in
electronic (such as " **digital** ") form. Information content 304 could
be the text of a novel, a picture, sound such...information that
identifies associated basic
instructions and said intrinsic data for access,
correlation and/or **validation** purposes;
0 required and/or optional parameters for use with
basic instructions and said intrinsic...

...additional
instructions and/or intrinsic data.

. 280

Such information associated with a method may be **stored** ,
in part or whole, separately from basic instructions and intrinsic
data. When these components are **stored** separately, a method
may nevertheless include and encompass the other information
and one or more...in different ways.

For example. a METER method may respond to a "use" event by
storing usage information in a meter data structure. The same
METER method rnav respond to an...

...portable across a
wide range of different electronic appliances.

UDES 1200 and MDES 1202 may **store** data for input to or
output from executable component assembly 690 (or data
describing such...provided within an SPU 500.

Components 690 and/or elements compri'sing them may be **stored**
on external media encrypted using local SPU 500 generated
and/or distributor provided keys.

ROS...

...ensure that they are the same, thereby preventing gross substitution of elements. In addition, a **validation** /correlation tag **stored** under the encrypted layer of the loadable element may be compared to make sure it...

...information. As a third protection, a device assigned tag (e.g., a sequence number 1 **stored** under an encryption layer of a loadable element may be checked to make sure...

...matches a corresponding tag value expected by SPU 500. This prevents substitution of older elements. **Validation** /correlation tags are typically passed only in secure wrappers to prevent plaintext exposure of...610. Object repository 728
'de access to, and/or maintain VDE objects 300.

may **store**, provide

Figure 12 also shows that ROS 602 may provide one or more SPEs...762;

- 293

intercept 692;

container manager 764;

one or more routing tables 766; and
buffering/ **storage** 768.

Stream router 758 routes to/from 'real time' and 'time independent' data streams ...The routing performed by stream router 758 may be determined

by routing tables 766. Buffering/ **storage** 763 provides temporary

store -and-forward, buffering and related services. Container manager 764 may (typically) in conjunction with...may be "opened" for use. "Opening" an instance of a

service may allocate memory to **store** control and status information. For example, in a BSD socket based network connection, a LOAD...and request id parameters uniquely identify a request. The results of a request will be **stored** in the user specified buffer up to size bytes. If the buffer is too small, the first size bytes of the message will be **stored** in the buffer and ...a service and

subservice specified by the service idsubservice id parameter pair. The message is **stored** in buffer (and usually conforms to the VDE RPC message format) and is size bytes...apom - :q3olq at 4i slapoui Xlasolo pmpu-e4s

60X60/86 OM

by this service. The **Authentication** Manager/Secure Communications Manager may provide login/logout services for users of ROS 602, and...

...a direct service request to a Secure Database Manager inside SPE 503. The instances of **Authentication** Manager/Secure Communications Manager and Secure Database Manager, if available at all, may provide...send.pkt (BYTE *buffer, long size, int (far *receive) (void))
This function sends a packet **stored** in buffer of 'length' size. It returns 0 if the packet is sent successfully, or...file system 687 of the
preexisting operating system is used for all accesses to secondary **storage**. However, VDE objects 300 may be **stored** on secondary **storage** in the form of external object repository 728, file system 687, or remotely accessible through...stored in the secure database 610.

The commercial database approach uses a commercial database to **store** Securely wrapped records in a commercial database. This way may be preferred when there are a large number of records that are **stored** in the secure database 610.

This way provides hlcrh speed access, efficient updates, and easy...

...to locate records in the system. This scheme is preferred when the number of records **stored** in the secure database 610 is small and is not expected to change extensively over...

...other words, SPE 736 may write secure records in sizes and formats that may be **stored** within a database record structure supported by commercial database manager 730. Commercial database manager 730 may then be used to organize. **store** and retn'eve the records. In some embodiments. it may be desirable to use a...SDSM") 744 makes calls to an underlying commercial database manager 730 to obtain, modify, and **store** records in secure database 610. In the preferred embodiment, "SDSM" 744 provides a layer...

...manager 744 to permit t.'-.e name services manager 752 to access name services records **stored** Within secure database 610.

Extenal Services Manager 772 & Services Transport Layer 786
The External 'Senlceslvanager...

...Externall Services Manager 772. Some VDE objects may have some or all of their content **stored** at an Object Repository 728 on an electronic appliance 600 other than the one operated 600 where the VDE objects desired (or their content) is **stored**. In addition, file system 687 may be a network file system (e.g., Netware, LANtastic...

...e.cr., receiving table 446) that record which objects have been received. objects expected for **receipt**, and other information related to received and/or expected objects.

Object Repository Manager 770
Object repository manager 770 is a form of database or file manager. It manages the **storage** of VDE objects 300 in object repository 728, in a database, or in the file...and real time stream inter-face 4-60). and is capable of accessing and retrieving **stored** content or other Information **stored** within file system 687.

The result of 'object definition 1240 may be an object config...

...included within the new object as input. construct an object based on these inputs, and **store** the object within object repository 728.

Object construction stage 1230 may use information in objectprivate headers, and to encrypt content, all for **storage** in the new object 300 (or within secure database 610 within records associated with the...

...the
SPE to obtain appropriate information from secure database 610, generate appropriate database items, and **store** the database items into the secure database 610 and/or provide them in encrypted, protected...554

Encryption/Decryption Manager 556

Key and Tag Manager 558

- 336

Summary Services Manager 560

Authentication Manager/Service Communications
Manager 564

J1 Random Value Generator 565

Secure Database Manager 566
Other...

...pt queues 588

DTD Intemreter

At least parts of the kernel/dispatcher 552 are preferably
stored in SPUfi-vare loaded into SPU ROM 532. An example
of a memory map of...the size of SPU
RAM 532, 'swap blocks' may be swapped out of RAM and stored
temporarily on secondary storage 652 until their execution can
be continued. Thus. SPE 503 operating in a multi-tasking...

...swapped out

of the secure execution space by reading appropriate information
from RAML and other storage internal to SPU 500, for example,
and writing a "swap block" to secondary storage 652. Kernel 552
may swap a task back into the secure execution space by reading
the swap block from secondary storage 652 and writing the
appropriate information back into SPU RAM 532. Because
secondary storage 652 is not secure, SPE 503 must encrypt and
cryptographically seal (e.g., using a...

...known only inside the SPU 500)

each swap block before it writes it to secondary storage . The
342
SPE 503 must decrypt and verify the cryptographic seal for each
swap block read from secondary storage 652 before the swap
block can be returned to the secure execution space for further...swap
block may contain page addresses for
additional memory blocks that will be used to store changed
information. A change page is a local copy of a piece of a data...

...an SPE process. The changed

page(s) references associated with a specific data structure are
stored local, to the @*var) block in the preferred embodiment.
For examr)ie. :,PE 503...slightly more complex since the "burn count" for
each
EEPROM page may need to be retained . SPU EEPROM 532B
may need to be protected from all uncontrolled writes to conserve
the...CIIZSI/L6Sfl/13d 60Z60/96 OM
provides access to basic load modules and code fragments stored
within, and thus always available to, SPE 503. LMEINI 568 may
be called, for example...

...load module library 572 may provide

a set of common%- used basic load modules 1100 (stored in ROM
532 or INVP,.A.Nl 5-34b, for example). Library routines 5T4 may...

...and L]MEM 568 may request that the

load module 1100 be loaded from secondary storage 562. This
request may be in the form of an RPC call to secure database...

13/TI,PY/1 (Item 1 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

System, method and software product for allowing a consumer to order image products over a communication network from a plurality of different providers

System, Verfahren und Computerprogramm um einen Verbraucher zu erlauben, Bildprodukte über ein Kommunikationsnetz von einer Mehrzahl unterschiedlicher Lieferanten zu b stellen

Systeme, methode et logiciel pour permettre au consommateur de commander, au moyen d'un reseau de communication, des produits de type image d'une pluralite de fournisseurs de services

PATENT (CC, No, Kind, Date): EP 1288827 A1 030305 (Basic)

13/TI,PY/2 (Item 2 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

Web pages as a memory device

Webseiten als Speichervorrichtung

Pages Web comme dispositif de memoire

PATENT (CC, No, Kind, Date): EP 1215610 A2 020619 (Basic)

EP 1215610 A3 030102

13/TI,PY/3 (Item 3 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

Method and electronic machine for proceeding e-business by using storage media

Verfahren und elektronisches Gerat zum Verarbeiten von elektronischen Transaktionen unter Verwendung von Speichermedien

Procede et appareil electronique de traitement de commerce electronique par utilisation de supports de stockage

PATENT (CC, No, Kind, Date): EP 1211652 A1 020605 (Basic)

13/TI,PY/4 (Item 4 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

Net shopping method, system therefor, and automatic payment transfer device
Netzeinkaufsverfahren, zugehöriges System und automatische

Überweisungsvorrichtung zum Bezahlen

Methode d'achat par reseau, systeme associe, et dispositif de transfert automatique de paiement

PATENT (CC, No, Kind, Date): EP 1209639 A2 020529 (Basic)

13/TI,PY/5 (Item 5 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

COMMODITY SELLING APPARATUS

APPARAT ZUM WARENVERKAUF

SYSTEME DE VENTE DE MARCHANDISES

PATENT (CC, No, Kind, Date): EP 1300789 A1 030409 (Basic)

WO 2002005162 020117

13/TI,PY/6 (Item 6 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

On-line system and method of ordering and specifying consumer product

On-Line System und Verfahren zur Bestellung und Spezifikation von Gebrauchsgutern

Systeme en ligne et methode de commande et de specification d'un produit de consommation

PATENT (CC, No, Kind, Date): EP 1139263 A1 011004 (Basic)

13/TI,PY/7 (Item 7 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

On-line reporting related to rders for consumer products having specific configurations

On-Line-Berichterstattung in Zusammenhang mit Bestellungen von Konsumgütern mit spezifischen Konfigurationen

Rapport en ligne relatif aux commandes de biens de consommation ayant des configurations spécifiques

PATENT (CC, No, Kind, Date): EP 1139262 A2 011004 (Basic)
EP 1139262 A3 020821

13/TI,PY/8 (Item 8 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

Distribution management device, distribution management method, program storage medium and distribution management system

System, Gerät und Verfahren für die Verwaltung der Auslieferung und Speichermedium für das Programm

Système, dispositif et méthode de gestion de la distribution et medium de stockage pour le programme

PATENT (CC, No, Kind, Date): EP 1132841 A2 010912 (Basic)

13/TI,PY/9 (Item 9 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

Browse by prompted keyword phrases

Suche mit vorgegebenen Schlüsselwörtern

Recherche par des mots-cles presdefinitis

PATENT (CC, No, Kind, Date): EP 1126386 A1 010822 (Basic)

13/TI,PY/10 (Item 10 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

MOBILE ELECTRONIC COMMERCE SYSTEM

MOBILES ELEKTRONISCHES HANDELSYSTEM

SYSTEME DE COMMERCE ELECTRONIQUE MOBILE

PATENT (CC, No, Kind, Date): EP 950968 A1 991020 (Basic)
WO 9909502 990225

13/TI,PY/11 (Item 11 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

PERSONAL ELECTRONIC SETTLEMENT SYSTEM, ITS TERMINAL, AND MANAGEMENT APPARATUS

PERSONLICHES ELEKTRONISCHES REGELUNGSSYSTEM, TERMINAL UND MANAGEMENTAPPARAT

SYSTEME DE REGLEMENT ELECTRONIQUE PERSONNEL, TERMINAL DE CE DERNIER ET

APPAREIL PERMETTANT DE GERER CE SYSTEME

PATENT (CC, No, Kind, Date): EP 910028 A1 990421 (Basic)
WO 9821677 980522

13/TI,PY/12 (Item 12 from file: 348)
DIALOG(R)File 348:(c) 2003 European Patent Office. All rts. reserv.

Digital information accessing, delivery, and reproduction

Zugriff, Übertragung und Wiedergabe von digitaler Information

Acces, livraison et reproduction d'informations digitales

PATENT (CC, No, Kind, Date): EP 649121 A2 950419 (Basic)

13/TI,PY/13 (Item 1 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

METHOD AND APPARATUS FOR INTEGRATED MULTI-CHANNEL RETAILING
PROCEDE ET APPAREIL DE VENTE AU DETAIL INTEGREE PAR CANAUX MULTIPLES
Publication Year: 2003

13/TI,PY/14 (Item 2 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

EXTENDED WEB ENABLED MULTI-FEATURED BUSINESS TO BUSINESS COMPUTER SYSTEM
FOR RENTAL VEHICLE SERVICES
SYSTEME INFORMATIQUE INTERENTREPRISES A ELEMENTS MULTIPLES A ACCES INTERNET
POUR SERVICES DE LOCATION DE VEHICULES
Publication Year: 2002

13/TI,PY/15 (Item 3 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR A SUPPLY CHAIN MANAGEMENT
SYSTEME, PROCEDE ET PRODUIT PROGRAMME INFORMATIQUE CONCUS POUR UNE GESTION
DE CHAINE D'APPROVISIONNEMENT
Publication Year: 2002

13/TI,PY/16 (Item 4 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

NETWORK BASED BUSINESS TO BUSINESS PORTAL FOR THE RETAIL CONVENIENCE
MARKETPLACE
PORTAIL DE RESEAU ENTRE ENTITES COMMERCIALES ADAPTE AU MARCHÉ DU COMMERCE
DE DETAIL EN MAGASIN DU TYPE BAZARETTE
Publication Year: 2002

13/TI,PY/17 (Item 5 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

SYSTEM AND METHOD FOR COMPUTERIZED ORDERING OF VACCINES
SYSTEME ET PROCEDE DE COMMANDE INFORMATISEE DE VACCINS
Publication Year: 2002

13/TI,PY/18 (Item 6 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

INTERNET BARGAINING SYSTEM
SYSTEME DE MARCHANDAGE PAR INTERNET
Publication Year: 2001

13/TI,PY/19 (Item 7 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

SYSTEM AND METHOD FOR CONTENT ADAPTATION AND PAGINATION BASED ON TERMINAL
CAPABILITIES
SYSTEME ET PROCEDE D'ADAPTATION ET DE PAGINATION DE CONTENU BASE SUR DES
CAPACITES DE TERMINAL
Publication Year: 2001

13/TI,PY/20 (Item 8 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

AUTOMATED ON-LINE COMMERCE METHOD AND APPARATUS
PROCEDE ET APPAREIL AUTOMATIQUES DE COMMERCE EN LIGNE
Publication Year: 2001

13/TI,PY/21 (Item 9 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

ADVERTISING APPARATUS USING MEDIUM ATTACHED TO FOOD/DRINK CONTAINER AND
OPERATING METHOD THEREOF
DISPOSITIF PUBLICITAIRE UTILISANT UN SUPPORT FIXE SUR UN RECIPIENT POUR
PRODUIT ALIMENTAIRE/BOISSON ET SON MODE DE FONCTIONNEMENT
Publication Year: 2001

13/TI,PY/22 (Item 10 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

METHOD AND SYSTEM FOR FACILITATING FULFILLMENT OF ELECTRONIC COMMERCIAL
TRANSACTIONS
PROCEDE ET SYSTEME SERVANT A FACILITER LA CONCLUSION DE TRANSACTIONS
COMMERCIALES ELECTRONIQUES
Publication Year: 2001

13/TI,PY/23 (Item 11 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

PROVIDING AUTHORIZATION TO MAKE COPIES OF COPYRIGHT PROTECTED PRODUCTS
PURCHASED ONLINE
PROCEDE POUR DONNER AUTORISATION DE FAIRE DES COPIES DE PRODUITS COUVERTS
PAR LES DROITS D'AUTEUR ET ACHETES EN LIGNE
Publication Year: 2001

13/TI,PY/24 (Item 12 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

TECHNOLOGY SHARING DURING ASSET MANAGEMENT AND ASSET TRACKING IN A
NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF
PARTAGE TECHNOLOGIQUE LORS DE LA GESTION ET DU SUIVI DU PARC INFORMATIQUE
DANS UN ENVIRONNEMENT DU TYPE CHAINE D'APPROVISIONNEMENT RESEAUTE, ET
PROCEDE ASSOCIE
Publication Year: 2001

13/TI,PY/25 (Item 13 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND
METHOD THEREOF
GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT
DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE
Publication Year: 2001

13/TI,PY/26 (Item 14 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT DURING
DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT
AND METHOD THEREOF

PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET PROCEDE ASSOCIE

Publication Year: 2001

13/TI,PY/27 (Item 15 from file: 349)

DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA A MARKET SPACE INTERFACE

PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHÉ ENTRE UNE PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHÉ

Publication Year: 2001

13/TI,PY/28 (Item 16 from file: 349)

DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

METHOD OF AND SYSTEM FOR ENABLING BRAND-IMAGE COMMUNICATION BETWEEN VENDORS AND CONSUMERS

PROCEDE ET SYSTEME PERMETTANT DE COMMUNIQUER UNE IMAGE DE MARQUE ENTRE DES VENDEURS ET DES CONSOMMATEURS

Publication Year: 2001

13/TI,PY/29 (Item 17 from file: 349)

DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

METHOD AND APPARATUS FOR ELECTRONIC COMMERCE USING A TELEPHONE INTERFACE
PROCEDE ET DISPOSITIF DE COMMERCE ELECTRONIQUE UTILISANT UNE INTERFACE TELEPHONIQUE

Publication Year: 2001

13/TI,PY/30 (Item 18 from file: 349)

DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

COMPUTER-IMPLEMENTED METHOD AND SYSTEM FOR SELECTING ONE OR MORE REQUIRED ITEMS FROM A VIRTUAL STORE

PROCEDE ET SYSTEME INFORMATISES DE SELECTION D'AU MOINS UN ARTICLE DEMANDE PROVENANT D'UN MAGASIN VIRTUEL

Publication Year: 2001

13/TI,PY/31 (Item 19 from file: 349)

DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

METHODS, CONCEPTS AND TECHNOLOGY FOR A VIRTUAL SHOPPING SYSTEM CAPABLE OF ASSESSING NEEDS OF A CUSTOMER AND RECOMMENDING A PRODUCT OR SERVICE BASED ON SUCH ASSESSED NEEDS

PROCEDES, CONCEPTS ET TECHNOLOGIE POUR SYSTEME D'ACHAT VIRTUEL CAPABLE D'EVALUER LES BESOINS D'UN CLIENT ET DE RECOMMANDER UN PRODUIT OU UN SERVICE SUR LA BASE DE CES BESOINS

Publication Year: 2000

13/TI,PY/32 (Item 20 from file: 349)

DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR PHASE DELIVERY OF COMPONENTS OF A SYSTEM REQUIRED FOR IMPLEMENTATION OF TECHNOLOGY

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DESTINES A LA FOURNITURE PAR PHASES

DE COMPOSANTS D'UN SYSTEME NECESSAIRES A L'APPLICATION D'UNE TECHNIQUE
Publication Year: 2000

13/TI,PY/33 (Item 21 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

**BUSINESS ALLIANCE IDENTIFICATION
SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION POUR L'IDENTIFICATION D'ALLIANCES
COMMERCIALES DANS UN CADRE D'ARCHITECTURE RESEAU**
Publication Year: 2000

13/TI,PY/34 (Item 22 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

**ELECTRONIC COMMERCE ENABLED DELIVERY SYSTEM AND METHOD
SYSTEME ET PROCEDE DE LIVRAISON ACTIVE PAR COMMERCE ELECTRONIQUE**
Publication Year: 2000

13/TI,PY/35 (Item 23 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

**SYSTEM AND METHOD FOR IMPLEMENTING WEB-BASED DIRECT MANUFACTURER MARKETING
AND TRANSACTIONS
SYSTEME ET PROCEDE POUR EFFECTUER DES TRANSACTIONS ET COMMERCIALISER DES
PRODUITS DIRECTEMENT DU PRODUCTEUR AU CONSOMMATEUR, SUR LE WEB**
Publication Year: 2000

13/TI,PY/36 (Item 24 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

**COMPUTER IMPLEMENTED PURCHASING SYSTEM WITH AFTERMARKET PRODUCT INVENTORY
DISPLAY
SYSTEME D'ACHAT PAR ORDINATEUR AVEC AFFICHAGE DU STOCK DE PIECES DE
RECHANGE**
Publication Year: 2000

13/TI,PY/37 (Item 25 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

**xDSL WEB ORDERING TOOL
OUTIL DE COMMANDE xDSL ACCESSIBLE SUR LE WEB**
Publication Year: 2000

13/TI,PY/38 (Item 26 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

**A WEB APPLICATION FOR ACCESSING MEDIA STREAMS
APPLICATION WEB PERMETTANT D'ACCEDER A DES TRAINS DE DONNEES**
Publication Year: 2000

13/TI,PY/39 (Item 27 from file: 349)
DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

**REPLENISHMENT SYSTEM AND METHOD FOR ELECTRONIC COMMERCE
SYSTEME ET PROCEDE DE REAPPROVISIONNEMENT POUR LE COMMERCE ELECTRONIQUE**
Publication Year: 2000

13/TI,PY/40 (Item 28 from file: 349)

DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

BROWSE BY PROMPTED KEYWORD PHRASES WITH AN IMPROVED METHOD FOR OBTAINING AN
INITIAL DOCUMENT SET

SURVOL AU MOYEN DE PHRASES-CLES DEMANDEES A L'AIDE D'UN PROCEDE AMELIORE
PERMETTANT D'OBTENIR UN ENSEMBLE DE DOCUMENTS INITIAL

Publication Year: 1998

13/TI,PY/41 (Item 29 from file: 349)

DIALOG(R)File 349:(c) 2003 WIPO/Univentio. All rts. reserv.

METHOD AND APPARATUS FOR ACCESSING ON-LINE STORES

PROCEDE ET APPAREIL PERMETTANT D'ACCEDER A DES BOUTIQUES EN DIRECT

Publication Year: 1998

13/3,K/10 (Item 10 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

01030324

MOBILE ELECTRONIC COMMERCE SYSTEM
MOBILES ELEKTRONISCHES HANDELSYSTEM
SYSTEME DE COMMERCE ELECTRONIQUE MOBILE
PATENT ASSIGNEE:

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INVENTOR:

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LEGAL REPRESENTATIVE:

Casalonga, Axel (14511), BUREAU D.A. CASALONGA - JOSSE Morassistrasse 8,
80469 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 950968 A1 991020 (Basic)
WO 9909502 , 990225

APPLICATION (CC, No, Date): EP 98937807 980813; WO 98JP3608 980813

PRIORITY (CC, No, Date): JP 97230564 970813

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: G06F-017/60

ABSTRACT WORD COUNT: 150

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application):, English; English; Japanese
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9942	17239
SPEC A	(English)	9942	160346
Total word count - document A			177585
Total word count - document B			0
Total word count - documents A + B			177585

INTERNATIONAL PATENT CLASS: G06F-017/60

...SPECIFICATION card settlement means generates an upload data message
that includes data stored in the second storage means for the
electronic payment card settlement means, and then transmits the upload
data message...means, to generate a micro-check call request message
requesting a radio communication service in order to communicate with a
side that is designated by the input means, and transmits the micro-check
call request message to the electronic telephone card settlement means;
the electronic telephone card settlement means, upon...

13/3,K/34 (Item 22 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00755446 **Image available**

ELECTRONIC COMMERCE ENABLED DELIVERY SYSTEM AND METHOD
SYSTEME ET PROCEDE DE LIVRAISON ACTIVE PAR COMMERCE ELECTRONIQUE

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Legal Representative:

WOLF Dean E, Beyer Weaver & Thomas, LLP, P.O. Box 130, Mountain View, CA
94042-0130, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200068856 A2 20001116 (WO 0068856)
Application: WO 2000US12905 20000510 (PCT/WO US0012905)
Priority Application: US 99133646 19990511

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE
DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK
SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 21321

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... two consumer premises 142 and 144. The computer system I 00.

1 5 includes a **web store** 102, an **order** database 104, an inventory
system 106, and a fulfillment system 108. The computer system 1...

...the deliveries to the consumer premises 144 and 142.

Because of the integration between the **web store** 102, the **order**
database 104, the inventory system 106, and the fulfillment system 108,
consumers can place orders...each of the elements of Figure 2.

- 23 Like Figure 1, Figure 2 includes the **web store** 102, the **order**
database 104, the inventory database 106, and the fulfillment system 108.
Figure 2 also includes...

...of the elements of Figure 2 is described in greater detail.

As noted above, the **web store** 102 receives **orders** from consumers.
Generally, at the beginning of new orders, consumers are asked to select
a...

Claim

... containers on a
1 1 particular dolly all go on a single route.

74

142

Order Inventory

Web Store Database System

102 104 106

Consu

Premises Computer System 1 00

n me

110

144...

...Figure 1

I

Customer Inquiries
MFD Call
Server Center
260 270
- Pick
Awal
Mobile Field Web Store Order Inventory Order
Cn Database Database
C: Device 102 Management
W 104 106
cf) System
Interface
284
M...

13/3,K/35 (Item 23 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00743944 **Image available**
SYSTEM AND METHOD FOR IMPLEMENTING WEB-BASED DIRECT MANUFACTURER MARKETING
AND TRANSACTIONS
SYSTEME ET PROCEDE POUR EFFECTUER DES TRANSACTIONS ET COMMERCIALISER DES
PRODUITS DIRECTEMENT DU PRODUCTEUR AU CONSOMMATEUR, SUR LE WEB

Patent Applicant/Assignee:

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Legal Representative:

KERVEN David S, Needle & Rosenberg, P.C., The Candler Building, Suite
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Patent and Priority Information (Country, Number, Date):

Patent: WO 200057313 A1 20000928 (WO 0057313)

Application: WO 2000US7840 20000324 (PCT/WO US0007840)

Priority Application: US 99126162 19990325

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE
DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK
SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 12788

Main International Patent Class: G06F-017/30

Fulltext Availability:

Detailed Description

Detailed Description

... Products

Direct Sell (T/F)

Discounts (T/F)

0 Maximum Discount

Direct Selling Methods (Mail Order , Store Front, Online , Reseller
Channel) After the data entry portion of sign up is complete, the system
may...

13/3,K/36 (Item 24 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

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00579168 **Image available**

**COMPUTER IMPLEMENTED PURCHASING SYSTEM WITH AFTERMARKET PRODUCT INVENTORY
DISPLAY
SYSTEME D'ACHAT PAR ORDINATEUR AVEC AFFICHAGE DU STOCK DE PIECES DE
RECHANGE**

Patent Applicant/Assignee:

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Inventor(s):

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ALTMAN Daniel E (agent), Knobbe, Martens, Olson & Bear, LLP, 16th floor,
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Patent and Priority Information (Country, Number, Date):

Patent: WO 200042541 A2 20000720 (WO 0042541)

Application: WO 2000US1035 20000114 (PCT/WO US0001035)

Priority Application: US 99231898 19990114

Designated States: AE AL AM AT AT (utility model) AU AZ BA BB BG BR BY CA
CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK (utility
model) DM EE EE (utility model) ES FI FI (utility model) GB GD GE GH GM
HR HU ID IL IN IS JP KE KG KP KR KR (utility model) KZ LC LK LR LS LT LU
LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SK (utility
model) SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 9386

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... to the buyer at a step 912. For example, the confirmation sent may be
a web page displaying the purchase request number. At a step 914, the
used vehicle purchase request record is stored and identified in a
manner similar to a new vehicle purchase request record. Thus, the...

13/3,K/37 (Item 25 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00577740 **Image available**

xDSL WEB ORDERING TOOL

OUTIL DE COMMANDE xDSL ACCESSIBLE SUR LE WEB

Patent Applicant/Assignee:

US WEST INC,

Inventor(s):

YOKELL Larry J,
CANAVAN Lawrence,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200041113 A1 20000713 (WO 0041113)

Application: WO 99US30832 19991227 (PCT/WO US9930832)

Priority Application: US 98114425 19981231

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK
DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ
TM TR TT TZ UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ
BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT
SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English
Fulltext Word Count: 14415
Main International Patent Class: G06F-017/60
Fulltext Availability:
Claims

Claim

... MegaBit Service in your area, we are temporarily unable to fill your order. We may complete an online order form. We will hold your order until we have expanded available capacity for Meg Time, we will contact you to confirm...

13/3,K/39 (Item 27 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00559187

REPLENISHMENT SYSTEM AND METHOD FOR ELECTRONIC COMMERCE
SYSTEME ET PROCEDURE DE REAPPROVISIONNEMENT POUR LE COMMERCE ELECTRONIQUE

Patent Applicant/Assignee:

INDULGE COM,
HOLT George A III,
LI Lehmann,

Inventor(s):

HOLT George A III,
LI Lehmann,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200022560 A2 20000420 (WO 0022560)
Application: WO 99US23590 19991012 (PCT/WO US9923590)
Priority Application: US 98170561 19981013

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK
DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ
TM TR TT TZ UA UG US UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM
AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL
PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English
Fulltext Word Count: 11445

Main International Patent Class: G06F-017/60
Fulltext Availability:
Detailed Description

Detailed Description

... two sales models. In the first sales model, a customer may make a one-time order. The virtual store should provide this capability because most users will probably want to try a store's...

13/3,K/41 (Item 29 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00441825

Image available

METHOD AND APPARATUS FOR ACCESSING ON-LINE STORES
PROCEDURE ET APPAREIL PERMETTANT D'ACCEDER A DES BOUTIQUES EN DIRECT

Patent Applicant/Assignee:

THE BOARD OF REGENTS OF THE UNIVERSITY OF WASHINGTON,
Inventor(s):

DOORENBOS Robert B,
ETZIONI Oren,
WELD Daniel S,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9832289 A2 19980723
Application: WO 98US771 19980116 (PCT/WO US9800771)

Priority Application: US 9735623 19970117
Designated States: JP AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE
Publication Language: English
Fulltext Word Count: 14116

Main International Patent Class: G06F-017/30

Fulltext Availability:

Detailed Description

Detailed Description

... I,), Preferably, a service or agent should be able to
access a new or changed **Internet** on-line **store** in **order** to
20 automatically learn how to retrieve relevant information from
the source,
3* SUMMARY OF...

Set	Items	Description
S1	3540	(SHOPP? OR PURCHAS? OR BUY? OR BOUGHT OR TRANSACT? OR ORDER OR ORDERING OR MALL? ? OR RETAIL?) (2N) (ONLINE OR INTERNET OR WWW OR WEB OR CYBER OR VIRTUAL OR DIGITAL? OR COMPUTERI?) - OR E() (TAIL? OR MALL? ?) OR CLICK(1W)MORTAR OR KIOSK?
S2	36	(STORAGE OR STORING OR STORED OR STORE OR HOLD? OR RETAIN? OR RETENTION) (2W) (ORDER? ? OR REQUEST? ? OR PO)
S3	333	(USER? ? OR SHOPPER? OR E()SHOPPER? OR PURCHASER? OR BUYER? OR CUSTOMER? OR IDENTIFI? OR IDENTIT? OR ID OR ACCOUNT OR VALIDAT? OR VERIF? OR CONFIRMATION OR ORDER OR PO) (1W) (NUMBER? - OR DIGIT? ? OR NUMERAL? OR CHARACTER? ?)
S4	2792	MATCH? OR EQUATES OR EQUATED OR EQUATING OR ANALOGOUS? OR - CONFORM? OR COINCIDE? OR COINCIDING OR CORRESPOND???
S5	317	(MERCHANDI? OR GOODS OR WARES OR PRODUCT? ? OR ITEM? ? OR ARTICLES) (3N) (ORDERED OR SELECTED OR BOUGHT OR PURCHASED)
S6	7957	ACKNOWLEDG? OR EVIDENCE? OR PROOF? OR VERIFICATION? OR CONFIRM? OR DOCUMENTATION? OR VALIDATION? OR AUTHENTICATION? OR - RECEIPT?
S7	0	S1(S) ((S3(5N)S4) (5N)S5)
S8	0	S1(S) ((S3(S)S4) (S)S5)
S9	0	S1 AND S2 AND S3 AND S4 AND S5 AND S6
S10	0	S1 AND S3 AND S4 AND S5 AND S6
S11	1	S1 AND S3 AND S5
S12	7	S1 AND S2
S13	10	S1 AND S4 AND S6

11/3,K/1

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
(c)2003 Info.Sources Inc. All rts. reserv.

00094356 DOCUMENT TYPE: Review

PRODUCT NAMES: SET (836281)

TITLE: Internet Commerce SET for Takeoff

AUTHOR: Tadjer, Rivka

SOURCE: Computer Shopper, v16 n7 p626(4) Jul 1996

ISSN: 0886-0556

HOME PAGE: <http://www.computershopper.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20010330

The Secure Electronic Transactions (SET) standard facilitates *online*
shopping by allowing merchants to open a low-overhead, virtual store to
reach consumers from around...

...bites, and click on any product to hold it for purchase. After all of
the *items* have been *selected*, users select a method of payment, sign
their names digitally, and enter a password. The security of this
transaction is based on the SET-encrypted *ID* *number* called a digital
certificate, which protects against credit card fraud. Before being issued
a SET...

12/TI,PY/1

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

12/TI,PY/2

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

1919

12/TI,PY/3

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

TITLE: Wily Tricks to Thwart Rascally E-Thieves: Keep your money--and...

2002

12/TI,PY/4

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

TITLE: Home Grocery Delivery: A B2C Nightmare

2001

12/TI,PY/5

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

TITLE: E-Services: Help Is A Handshake Away

2000

12/TI,PY/6

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

TITLE: Build Your E-Commerce Site with VersaCheck Web Commerce

1999

12/TI,PY/7

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

TITLE: 'net shopping not so merry

1997

12/3,K/5

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
(c)2003 Info.Sources Inc. All rts. reserv.

00127283 DOCUMENT TYPE: Review

PRODUCT NAMES: Outsourcing (840661); E-Commerce (836109)

TITLE: E-Services: Help Is A Handshake Away

AUTHOR: Chabrow, Eric

SOURCE: Information Week, v812 p46(9) Nov 13, 2000

ISSN: 8750-6874

HOME PAGE: <http://www.informationweek.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20010228

...genuine clicks-and-bricks company, but customers shopping in its stores, who can use in-*store* *kiosks* to *order* products not provided on store shelves, cannot pay for the items at the checkout counter...

12/3,K/6

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00118369 DOCUMENT TYPE: Review

PRODUCT NAMES: VersaCheck Web Commerce (767387)

TITLE: Build Your E-Commerce Site with VersaCheck Web Commerce

AUTHOR: Jerke, Noel

SOURCE: e-Business Advisor Magazine, v17 n6 p36(3) Jun 1999

ISSN: 1098-8912

HOME PAGE: <http://www.advisor.com>

RECORD TYPE: Review

REVIEW TYPE: Review

GRADE: A

REVISION DATE: 20020630

...low fee each month to have their store hosted. The software conducts all setup and *store* *order* management tasks, and the default Web hosting service is required to use the check payment...

...products to be made available from the store are chosen. The user then chooses various *Web* *transaction* processing methods, including payment with major credit cards and check drafts, which print on a...

DESCRIPTORS: Catalogs; E-Commerce; EFT (Electronic Funds Transfer); Order Entry; Order Fulfillment; *Retailers*; Store Building; *Web* Hosting; Web Site Design

12/3,K/7

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00104462 DOCUMENT TYPE: Review

PRODUCT NAMES: Internet Marketing (835552)

TITLE: 'net shopping not so merry

AUTHOR: Nash, Kim S

SOURCE: Computerworld, v31 n49 p37(2) Dec 8, 1997
ISSN: 0010-4841
HOMEPAGE: <http://www.computerworld.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

REVISION DATE: 20020819

Online holiday *shopping* was a somewhat disappointing experience for the author, despite the industry's hype about the...

...in its amount of explorable items. A good feature is the bookmark which let users *hold* onto their *order* form for three days, but breadth of products was lacking. None of the sites visited had the author's idea of the ideal elements for *Web* *shopping*: clean and intuitive organization, reliable links, engaging humor and simplicity, and services that can not...

DESCRIPTORS: Advertising; Catalogs; *Internet* Marketing; *Internet*
Shopping; *Retailers*

13/TI,PY/1

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13/TI,PY/2

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

13/TI,PY/3

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

1919

13/TI,PY/4

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

TITLE: Biometrics: Is it making a splash yet?

2001

13/TI,PY/5

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

TITLE: VocalConnect

2001

13/TI,PY/6

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

TITLE: Layered biometric tools boost security

2001

13/TI,PY/7

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

TITLE: Credit Vouchers: Services grease b-to-b purchases

2000

13/TI,PY/8

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

TITLE: Buyer's Guide: Biometrically Speaking

1999

13/TI,PY/9

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

TITLE: Zooming In on Users

1997

13/TI,PY/10

DIALOG(R)File 256:(c)2003 Info.Sources Inc. All rts. reserv.

TITLE: World's Easiest Fake I.D.

1995

13/3,K/7

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00123122 DOCUMENT TYPE: Review

PRODUCT NAMES: D & B Decision Maker (796298); Global Financing Network (794554); PlasticsNet.com (796301); CapitalStream.com (796328)

TITLE: Credit Vouchers: Services grease b-to-b purchases

AUTHOR: Wilson, Tim

SOURCE: InternetWeek, v806 p1(2) Mar 27, 2000

ISSN: 0746-8121

HOME PAGE: <http://www.internetwk.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20010330

...sales transactions involving costs running in the thousands of dollars. For instance, CapitalStream.com, an *online* network, links *buyers*, sellers, and financial institutions to assist in completing *Web* *purchases* faster and at lower cost. D&B DecisionMaker is a Web credit decision application, and...

...provides online credit and financing services for business-to-business (B2B) e-commerce. Most consumer *Web* *purchases* can be made with a credit card, but most B2B purchases are financed by the seller or a financial institution. However, while online B2B marketplaces *match* buyers and sellers quickly and offer payment and logistics choices, they often use phone and...

...time transaction. CapitalStream.com credit decision-making software allows companies to swiftly add many credit *verification* and financing options to B2B sites without having to deal directly with financial institutions. PlasticsNet...

13/3,K/8

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
(c)2003 Info.Sources Inc. All rts. reserv.

00119563 DOCUMENT TYPE: Review

PRODUCT NAMES: Biometrics (830213)

TITLE: Buyer's Guide: Biometrically Speaking

AUTHOR: Avolio, Frederick M

SOURCE: Network Computing, v10 n17 p116(3) Aug 23, 1999

ISSN: 1046-4468

HOME PAGE: <http://www.NetworkComputing.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20011126

...mature, biometric security technology itself is mature and useful. Companies with operations requiring strong user *authentication* should begin testing products. They can obtain useful guidance from the Association for Biometrics on the Web and the *online* *buyer*'s guide linked to this article. Biometric security methods include face recognition, finger scanning, finger...

...initial biometric characteristic samples. Users' individual biometric

system files are used later for identification and *authentication*. For some users, identification can require that the system compare a new sample with all...

...related to the user name, compares the new sample against it, and determines if a *match* is made. Biometric systems generally require additional components on the PC, and integration of biometric user *verification* with installed application can be difficult.

13/3,K/9

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
(c)2003 Info.Sources Inc. All rts. reserv.

00102013 DOCUMENT TYPE: Review

PRODUCT NAMES: LiveStore (664367); Market Focus 3 (590401); AdCount (664375)

TITLE: Zooming In on Users

AUTHOR: Cooper, Lane F Dukart, James R

SOURCE: Communications Week, v649 p35(5) Feb 10, 1997

ISSN: 0746-8121

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20010330

...World Wide Web, viewers' demographic and psychographic information, and their responses to ads. LiveStore monitors *online* *retail* sites by keyword for Movie Madness, which sells movie merchandise and memorabilia in cyberspace. Movie...

...site data warehouse. Market Focus 3 watches traffic, and a metadata component allows clients to *match* Web traffic patterns with business models to determine if they are meeting sales targets. AdCount...

...visits to sites and reports the results to clients. Users can also employ third-party *verification* and auditing services.

13/3,K/10

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00076691 DOCUMENT TYPE: Review

PRODUCT NAMES: Pretty Good Privacy (835072)

TITLE: World's Easiest Fake I.D.

AUTHOR: Richardson, Robert

SOURCE: LAN Magazine, v10 n4 p29(1) Apr 1995

ISSN: 1069-5621

RECORD TYPE: Review

REVIEW TYPE: Review

GRADE: A

REVISION DATE: 20010330

Users can download the Pretty Good Privacy freeware encryption program from the *Internet* or *purchase* it from ViaCrypt. The program gives users a way to force credential *authentication*; in this way, those doing business on the Internet can determine if a *correspondent* is a straight-arrow merchant or a potential thief. PGP provides two personal keys--a public key and a private key--generated by the user. The two are *matched*, and one is used to show data encrypted by the other. If a user sends...

File 35:Dissertation Abs Online 1861-2003/Apr
(c) 2003 ProQuest Info&Learning
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 The Gale Group
File 65:Inside Conferences 1993-2003/Apr W4
(c) 2003 BLDSC all rts. reserv.
File 2:INSPEC 1969-2003/Apr W4
(c) 2003 Institution of Electrical Engineers
File 233:Internet & Personal Comp. Abs. 1981-2003/Apr
(c) 2003 Info. Today Inc.
File 474:New York Times Abs 1969-2003/May 07
(c) 2003 The New York Times
File 475:Wall Street Journal Abs 1973-2003/May 07
(c) 2003 The New York Times
File 99:Wilson Appl. Sci & Tech Abs 1983-2003/Mar
(c) 2003 The HW Wilson Co.
File 95:TEME-Technology & Management 1989-2003/Apr W3
(c) 2003 FIZ TECHNIK

Set	Items	Description
S1	22458	(SHOPP? OR PURCHAS? OR BUY? OR BOUGHT OR TRANSACT? OR ORDERED OR ORDERING OR MALL? ? OR RETAIL?) (2N) (ONLINE OR INTERNET OR WWW OR WEB OR CYBER OR VIRTUAL OR DIGITAL? OR COMPUTERI?) - OR E() (TAIL? OR MALL? ?) OR CLICK(1W)MORTAR OR KIOSK?
S2	4605	(STORAGE OR STORING OR STORED OR STORE OR HOLD? OR RETAIN? OR RETENTION) (2N) (ORDER? ? OR REQUEST? ? OR PO)
S3	6900	(USER? ? OR PURCHASER? OR BUYER? OR CUSTOMER? OR IDENTIFI? OR ID OR ACCOUNT OR CONFIRMATION OR ORDER OR PO) (1W) (NUMBER? - OR DIGIT? ? OR NUMERAL?)
S4	774618	MATCH? OR EQUATES OR EQUATED OR EQUATING OR ANALOGOUS? OR - CONFORM? OR COINCID?? OR COINCIDING OR CORRESPOND???
S5	6823	(MERCHANDI? OR GOODS OR WARES OR PRODUCT? ? OR ITEM? ? OR ARTICLES) (3N) (ORDERED OR SELECTED OR BOUGHT OR PURCHASED)
S6	499688	ACKNOWLEDG? OR VERIFICATION? OR CONFIRM? OR DOCUMENTATION? OR VALIDATION? OR AUTHENTICATION? OR RECEIPT?
S7	0	(S1(S) (S2 AND S6)) (S) (S3 AND S4 AND S5)
S8	0	(S1 AND S2 AND S6) (S) (S3 AND S4 AND S5)
S9	0	S1 AND S2 AND S3 AND S4
S10	28	S1 AND S2
S11	19	S10 NOT PY>2000
S12	19	RD (unique items)
S13	0	S1 AND (S3(5N)S4)
S14	0	S1 AND S3 AND (S4(5N)S5)
S15	84	S1 AND S3
S16	41	(S15 NOT PY>2000) NOT PD>20000427
S17	41	RD (unique items)
S19	0	S1 AND (S4(5N)S5)
S20	2	S1 AND (S5(5N)S6)

12/TI,PD/1 (Item 1 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

SCIB launches virtual credit-card service
THAILAND: SECURE INTERNET PAYMENT FROM SCIB
06 Jul 2000

12/TI,PD/2 (Item 2 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Independent adds on-line option to Spar operation
AUSTRALIA: ONLINE STORE TO OPEN
03 Apr 2000

12/TI,PD/3 (Item 3 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Otto Versand baut bundesweiten Vertrieb f r Lebensmittelhandel bers\
GERMANY: OTTO STEPS UP INTERNET ACTIVITIES
15 May 2000

12/TI,PD/4 (Item 4 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

BlackStar backed by US venture capitalists
UK: BLACKSTAR SECURES PRIVATE EQUITY BACKING
19 Aug 1999

12/TI,PD/5 (Item 5 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Neue elektronische Projekte im Briefversand
GERMANY: DEUTSCHE POST TO GO ONLINE
22 Mar 1999

12/TI,PD/6 (Item 6 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Barclays offers electronic wallet for shopping on the internet
UK: BARCLAYCOIN EXTENDED TO ALL CREDIT CARDS
30 Apr 1998

12/TI,PD/7 (Item 7 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Tupakointia halutaan rajoittaa ravintoloissa
FINLAND: BETTER CONTROL OF TOBACCO SALES
05 Mar 1998

12/TI,PD/8 (Item 8 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

CD Direct buy-out team to grow homeshopping
EUROPE: CD DIRECT INCREASES HOME SHOPPING UNIT
11 Aug 1997

12/TI,PD/9 (Item 1 from file: 2)
DIALOG(R)File 2:(c) 2003 Institution of Electrical Engineers. All rts.

reserv.

Title: A comprehensive Website meets the serials librarian's back issue needs

12/TI,PD/10 (Item 2 from file: 2)
DIALOG(R)File 2:(c) 2003 Institution of Electrical Engineers. All rts.
reserv.

Title: Open your store today [Internet commerce]

12/TI,PD/11 (Item 1 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

Bringing them back -- Customer retention is the name of the game, and
"Web mining" your customer interactions can help you win it
20000717

12/TI,PD/12 (Item 2 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

A blue light web site
19981214

12/TI,PD/13 (Item 3 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

Setting up shop; a report from the trenches -- IW hits the Web, armed
with widgets and a credit card. The mission: build a business
19980907

12/TI,PD/14 (Item 4 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

Sites seek ways to outsmart credit card thieves -- Software stores lead
the battle with tools to identify suspicious transactions
19980608

12/TI,PD/15 (Item 5 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

Find a great PC deal on the Web -- Great prices, no waiting, no pushy
salespeople - shopping for computer products on the Web has its advantages.
But the rules...
19970701

12/TI,PD/16 (Item 1 from file: 474)
DIALOG(R)File 474:(c) 2003 The New York Times. All rts. reserv.

WHAT WEB RETAILERS REALLY NEED IS A WHOLE LOT OF SHELF SPACE
September 22 1999

12/TI,PD/17 (Item 1 from file: 475)
DIALOG(R)File 475:(c) 2003 The New York Times. All rts. reserv.

CREDIT-CARD SCAMS BEDEVIL E-STORES
September 19 2000

12/TI,PD/18 (Item 1 from file: 99)
DIALOG(R)File 99:(c) 2003 The HW Wilson Co. All rts. reserv.

Egghead scrambles to virtual retailing
19981100

12/TI,PD/19 (Item 1 from file: 95)
DIALOG(R)File 95:(c) 2003 FIZ TECHNIK. All rts. reserv.

Energy efficiency in UK supermarkets
(Energieeffizienz in britischen Supermaerkten)
1992

12/3,K/2 (Item 2 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09298124
Independent adds on-line option to Spar operation
AUSTRALIA: ONLINE STORE TO OPEN
Foodweek & Liquor Week (XBS) 03 Apr 2000 p.5
Language: ENGLISH

... supermarket. Consumers can navigate through virtual aisles, choose categories, products, sizes and flavours, and put purchases in a virtual trolley. Orders will be emailed to the Spar store, but order assembly and delivery will be outsourced.

12/3,K/3 (Item 3 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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09288505
Otto Versand baut bundesweiten Vertrieb f r Lebensmittelhandel bers\
GERMANY: OTTO STEPS UP INTERNET ACTIVITIES
Handelsblatt (HT) 15 May 2000 p.30
Language: GERMAN

... However, no concrete decision has been taken on the going-public. The worldwide largest mail order company already holds e.g. a 24.9% stake in Popnet, which is setting up a consumer-oriented...

... to be extended to all of Germany 'soon'. 22% of Internet users already want to buy food online, emphasises Michael Otto, board chairman of the group. For mail order, the percentage is 24...

12/3,K/6 (Item 6 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

06620718
Barclays offers electronic wallet for shopping on the internet
UK: BARCLAYCOIN EXTENDED TO ALL CREDIT CARDS
Financial Adviser (FLA) 30 Apr 1998 p.57
Language: ENGLISH

Barclays offers electronic wallet for shopping on the internet

... money service on the Internet has now been extended to all credit and debit card holders in order to encourage more people to use electronic commerce. Barclays also hopes the move will help...

12/3,K/7 (Item 7 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

06595377
Tupakointia halutaan rajoittaa ravintoloissa
FINLAND: BETTER CONTROL OF TOBACCO SALES
Helsingin Sanomat (XFB) 05 Mar 1998 p.A5
Language: FINNISH

...that they have been able to purchase cigarettes. Buying cigarettes seems to be easier in kiosks than in grocery stores or service stations. The authorities will send all stores and service...

... sell mild wines to the performance in observing the legal age to buy cigarettes: in order for a store to be allowed to sell wine, it must show that tobacco is not sold to...

12/3,K/8 (Item 8 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

06507525
CD Direct buy-out team to grow homeshopping
EUROPE: CD DIRECT INCREASES HOME SHOPPING UNIT
Precision Marketing (ZCZ) 11 Aug 1997 p.2
Language: ENGLISH

... of CD Direct to be called NetCommerce. CD Direct is one of Europe's leading online CD Rom retailers ; its management team have created NetCommerce in an attempt to expand its home shopping operation...

...will also see some diversification into other markets through the launch of ShopsDirect International, an online shopping division. Nintendo and Playstation owners can already buy the latest products via these new trading...

PRODUCT: Mail Order Houses

12/3,K/10 (Item 2 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2003 Institution of Electrical Engineers. All rts. reserv.

5555262
Title: Open your store today [Internet commerce]
Author(s): Jurvis, J.
Journal: InformationWEEK no.622 p.49-50, 56, 60
Publisher: CMP Publications,
Publication Date: 17 March 1997 Country of Publication: USA
CODEN: INFWE4 ISSN: 8750-6874
SICI: 8750-6874(19970317)622L:49:OYST;1-O
Material Identity Number: I819-97013
Language: English
Subfile: D
Copyright 1997, IEE

...Abstract: customers can browse online, a method for the customers to add product selections to a virtual shopping basket, and a way to submit and pay for the order. On the back end, orders are stored in an order database and usually are processed manually. Cat@log and Internet StoreManager are designed specifically for developing Web - shopping front ends, while HahtSite is a general-purpose tool for creating Web sites.

12/3,K/12 (Item 2 from file: 233)
DIALOG(R)File 233:Internet & Personal Comp. Abs.
(c) 2003 Info. Today Inc. All rts. reserv.

00516794 98IK12-104
A blue light web site
Frook, John Evan
InternetWeek , December 14, 1998 , n745 p1, 56, 2 Page(s)
ISSN: 0746-8121

Reports on Kmart Corp.'s investment in a system that links Web orders with the store's point-of-sale network. Explains that Kmart issued PCs and Web accounts to store managers to grant access to Internet promotions

and data on returns. Notes that it launched **kiosks** in 140 stores, providing consumers with the ability to order big-ticket items such as computers and a broad mix of out-of-stock products. Adds that the **kiosks** are designed to entice computer novices who are not familiar with **ordering** on the **Web**. Says that analysts wonder if mega-retailers such as Kmart and Wal-Mart might also use **kiosks** to reduce on-site inventory needs. Mentions Kmart's return policy as innovative. Perceives Kmart...

Descriptors: Electronic Commerce; Online Information; Point-of-Sale Systems; Retailing; Corporate Strategy; Corporate Information; **Kiosks**

12/3,K/13 (Item 3 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

(c) 2003 Info. Today Inc. All rts. reserv.

00507729 98IE09-001

Setting up shop; a report from the trenches -- IW hits the Web, armed with widgets and a credit card. The mission: build a business

Marlatt, Andrew

Internet World , September 7, 1998 , v4 n28 p1, 20-21, 3 Page(s)

ISSN: 1081-3071

Company Name: Yahoo Store; iCat Commerce Online

URL: <http://www.viamall.com> <http://www.icatmall.com>

... armed with only a browser and a credit card. Says overall goals included building a **store**, taking **orders**, tracking activity, registering with search engines, setting up reciprocal links, and taking out banner ads...

Descriptors: Electronic Commerce; **Retailing**; **Web Page Authoring**; Customer Support

12/3,K/15 (Item 5 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

(c) 2003 Info. Today Inc. All rts. reserv.

00465187 97PW07-028

Find a great PC deal on the Web -- Great prices, no waiting, no pushy salespeople - shopping for computer products on the Web has its advantages. But the rules...

Scisco, Peter

PC World , July 1, 1997 , v15 n7 p158-166, 8 Page(s)

ISSN: 0737-8939

... of the Web are competitive prices - probably not much lower than buying retail or mail **order**, - the **store** is open all the time, and there is a huge amount of information to help...

... comments about tracking his order and return policies. A table rates 13 online stores, rating **Internet Shopping Network** as the best. Lists three sites that aid in comparing prices and selections across multiple **online stores**. Says **buying** computer gear on the Web is a great way to shop. Includes one illustration, three...

Descriptors: Electronic Commerce; **Online Transaction Processing**; Consumer Information; Electronic Shopping; Case Study; Purchasing

12/3,K/16 (Item 1 from file: 474)

DIALOG(R)File 474:New York Times Abs

(c) 2003 The New York Times. All rts. reserv.

07714196 NYT Sequence Number: 425907990922

WHAT WEB RETAILERS REALLY NEED IS A WHOLE LOT OF SHELF SPACE

Christensen, Jon

New York Times, Col. 1, Pg. 36, Sec. G

Wednesday September 22 1999

WHAT WEB RETAILERS REALLY NEED IS A WHOLE LOT OF SHELF SPACE

ABSTRACT:

...end of their businesses; huge high-tech warehouses like those scattered around Reno, Nev, area hold key to order fulfillment battles that will decide fate of Internet retailers ; photo (M)

12/3,K/18 (Item 1 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs
(c) 2003 The HW Wilson Co. All rts. reserv.

2194265 H.W. WILSON RECORD NUMBER: BAST98071550

Egghead scrambles to virtual retailing

Ditlea, Steve;

Technology Review (Cambridge, Mass.: 1998) v. 101 no6 (Nov./Dec. 1998) p. 56-60

DOCUMENT TYPE: Feature Article ISSN: 1099-274X

Egghead scrambles to virtual retailing

...ABSTRACT: at its height in 1992, is the first large established firm to entirely forsake physical retailing for the virtual marketplace. Egghead was limited by the smallness of its shops and faced increasing competition from...

...world but thinks the company was absolutely right in its decision. Initial indications suggest that online retailing will support Egghead's long-awaited turnaround: In the first quarter after the last store closings, online orders rose 41 per cent.

17/TI,PY/1 (Item 1 from file: 35)
DIALOG(R)File 35:(c) 2003 ProQuest Info&Learning. All rts. reserv.

Internet shoppers ' purchasing behavior
Year: 1999

17/TI,PY/2 (Item 2 from file: 35)
DIALOG(R)File 35:(c) 2003 ProQuest Info&Learning. All rts. reserv.

PC USERS' INTENTIONS TO ADOPT ONLINE SHOPPING (COMPUTER SERVICES,
VIDEOTEX SHOPPING)
Year: 1992

17/TI,PY/3 (Item 1 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

I circuiti Mastercard e Maestro offrono due sistemi di garanzie
ITALY: EUROPAY SECURE SYSTEMS ON-LINE

2000

17/TI,PY/4 (Item 2 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Beim Software-Riesen SAP wird die Selbstbedienung gross geschrieben
GERMANY: SAP BETS ON ONLINE SHOPPING

2000

17/TI,PY/5 (Item 3 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

New service for Cyberjaya residents
MALAYSIA: CYBERJAYANET FOR RESIDENTS OF MSC

1999

17/TI,PY/6 (Item 4 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Sainsbury's Orderline offers total online grocery service
UK: ONLINE PLANS FOR SAINSBURY'S

1999

17/TI,PY/7 (Item 5 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Bank to invest RM 1m in bulk cash machines
MALAYSIA: BULK CASH MACHINE UNVEILED BY BANK

1999

17/TI,PY/8 (Item 6 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Poptel will im Internet Kunden gewinnen
GERMANY: POPTTEL TO GAIN CUSTOMERS VIA INTERNET

1999

17/TI,PY/9 (Item 7 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

DBS scores a first with Net kiosks for customers
SINGAPORE: DBS OFFERS INTERNET KIOSKS

1999

17/TI,PY/10 (Item 8 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Hongkong Telecom to announce purchase of Star Internet
HONG KONG: HK TELECOM TO PURCHASE STAR INTERNET

1998

17/TI,PY/11 (Item 9 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

POST OFFICE TO LET SAVERS INVEST ONLINE
JAPAN: POST OFFICE SAVERS CAN INVEST VIA ONLINE

1998

17/TI,PY/12 (Item 10 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Safe Shopping on the Net with C-One
SINGAPORE: C-ONE OFFERS 100% SAFE ONLINE SHOPPING

1998

17/TI,PY/13 (Item 11 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Gemplus secures e-commerce
SINGAPORE: NEW GEMSAFE SMARTCARD PRODUCT

1998

17/TI,PY/14 (Item 12 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

KOB PA NETTET VIA PBS
DENMARK: PAYMENT SERVICE ON THE INTERNET

1997

17/TI,PY/15 (Item 13 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Dacom to offer electronic payment service for Internet shoppers
SOUTH KOREA: DACOM TO DEBUT PAYMENT SERVICE

1997

17/TI,PY/16 (Item 14 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

KRAFTIG VEKST I ELKJOP
NORWAY: NEW PAYMENT SYSTEM FOR THE INTERNET

1997

17/TI,PY/17 (Item 15 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

NEC's new use of electronic imaging
SINGAPORE: PID APPLICATION DEVELOPED BY NEC

1997

17/TI,PY/18 (Item 16 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

FORBRUKERRADET VIL STOPPE NETTHANDEL
NORWAY: TRADING VIA THE INTERNET CAN BE STOPPED

1997

17/TI,PY/19 (Item 17 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

50,000 to take part in electronic ID trials
SINGAPORE: NEW IDENTIFICATION SYSTEM ON TRIAL

1996

17/TI,PY/20 (Item 18 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Exile from cyberspace will carry a Net cost
WORLDWIDE: RETAILERS BENEFIT FROM INTERNET SALES

1996

17/TI,PY/21 (Item 19 from file: 583)
DIALOG(R)File 583:(c) 2002 The Gale Group. All rts. reserv.

Bell Canada Inc reports that
CANADA - BELL CANADA SETS UP KIOSK SERVICE

1992

17/TI,PY/22 (Item 1 from file: 2)
DIALOG(R)File 2:(c) 2003 Institution of Electrical Engineers. All rts.
reserv.

Title: Shunned or supported smartcards abound
Publication Date: March 2000
2000

17/TI,PY/23 (Item 2 from file: 2)
DIALOG(R)File 2:(c) 2003 Institution of Electrical Engineers. All rts.
reserv.

Title: Impact of chip-level integration on performance of OLTP workloads
Publication Date: 1999
1999

17/TI,PY/24 (Item 3 from file: 2)
DIALOG(R)File 2:(c) 2003 Institution of Electrical Engineers. All rts.
reserv.

Title: NACHA pilot tests ATM card use on the Web
Publication Date: Jan. 2000
2000

17/TI,PY/25 (Item 4 from file: 2)
DIALOG(R)File 2:(c) 2003 Institution of Electrical Engineers. All rts.
reserv.

Title: A resilient access control scheme for secure electronic transactions
Publication Date: 1998
1998

17/TI,PY/26 (Item 5 from file: 2)
DIALOG(R)File 2:(c) 2003 Institution of Electrical Engineers. All rts.
reserv.

Title: Secure Internet transactions at last!
Publication Date: March 1997
1997

17/TI,PY/27 (Item 6 from file: 2)
DIALOG(R)File 2:(c) 2003 Institution of Electrical Engineers. All rts.
reserv.

Title: In your pocket: smartcards
Publication Date: Feb. 1997
1997

17/TI,PY/28 (Item 7 from file: 2)
DIALOG(R)File 2:(c) 2003 Institution of Electrical Engineers. All rts.
reserv.

Title: Managing Standing Order Files: An AskSam application
Publication Date: Oct. 1989
1989

17/TI,PY/29 (Item 1 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

Intraware bolsters online software, service offerings
1999

17/TI,PY/30 (Item 2 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

Online payment plans evolve -- eCharge sets out to try again where others failed, with micropayments
1999

17/TI,PY/31 (Item 3 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

Information security, business, and the Internet -- The Internet has become tightly woven into the fabric of the global economy. What started out as a quilt work of corporate...
1998

17/TI,PY/32 (Item 4 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

Dutch secure payments with SET
1998

17/TI,PY/33 (Item 5 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

Internet security standards -- How safe is it to send your credit card number over the Internet to make purchases
1998

17/TI,PY/34 (Item 6 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

All the sports statistics you want, a day at a time -- ESPN SportsZone tries out micropayments for 24-hour access
1997

17/TI,PY/35 (Item 7 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

D&B and ARI introduce standard ID number for electronic commerce
1996

17/TI,PY/36 (Item 8 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

Cashflow -- Dan Lynch talks about e-finance
1996

17/TI,PY/37 (Item 9 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

Electronic boutiques -- Shop 'til you drop in cyberspace
1995

17/TI,PY/38 (Item 10 from file: 233)
DIALOG(R)File 233:(c) 2003 Info. Today Inc. All rts. reserv.

The personnel touch
1992

17/TI,PY/39 (Item 1 from file: 99)
DIALOG(R)File 99:(c) 2003 The HW Wilson Co. All rts. reserv.

Privacy flap over Pentium III continues
1999

17/TI,PY/40 (Item 2 from file: 99)
DIALOG(R)File 99:(c) 2003 The HW Wilson Co. All rts. reserv.

Long-awaited e-commerce protocol nears release
1997

17/TI,PY/41 (Item 3 from file: 99)
DIALOG(R)File 99:(c) 2003 The HW Wilson Co. All rts. reserv.

Credit rivals move in on Net encryption
1995

17/3,K/2 (Item 2 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01231852 ORDER NO: AAD92-22376
PC USERS' INTENTIONS TO ADOPT ONLINE SHOPPING (COMPUTER SERVICES,
VIDEOTEX SHOPPING)
Author: DILLARD, SUSAN J.
Degree: PH.D.
Year: 1992
Corporate Source/Institution: THE FLORIDA STATE UNIVERSITY (0071)
Source: VOLUME 53/03-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 884. 268 PAGES

PC USERS' INTENTIONS TO ADOPT ONLINE SHOPPING (COMPUTER SERVICES,
VIDEOTEX SHOPPING)

The adoption and diffusion of in-home, **online shopping** has not fulfilled forecasts by videotex service providers and industry proponents. Based on the innovation...

...was designed to identify the intentions of adult, home personal computer (PC) users to adopt **online**, in-home **shopping**. To examine the characteristics of those indicating some intention to shop online in the future...

...analyzed using univariate and multivariate techniques, but the results offer little optimism for diffusion of **online shopping** in the near future.

On the 11-point scale (0-10) used to measure PC...

...responsibility than others in the household.

Variables that best discriminated between the intentions of PC **users** were: **number** of other in-home shopping methods used; age, income, number of children at home (fewer...

17/3,K/3 (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09270658
I circuiti Mastercard e Maestro offrono due sistemi di garanzie
ITALY: EUROPAY SECURE SYSTEMS ON-LINE
Il Sole 24 Ore (ISO) 13 Apr 2000
Language: ITALIAN

... wallet. The firm has also launched a 'virtual card' that can be used exclusively in **Internet transactions** (it is an **account number**). Another new product is a security transaction software to be installed in bank servers or...

17/3,K/4 (Item 2 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09249368
Beim Software-Riesen SAP wird die Selbstbedienung gross geschrieben
GERMANY: SAP BETS ON **ONLINE SHOPPING**
Handelsblatt (HT) 09 Mar 2000 p.27
Language: GERMAN

GERMANY: SAP BETS ON **ONLINE SHOPPING**

... or hardware electronically via their own computers. The respective supervisor must approve an order first. **Order number** and type

designation of the product (e.g. a PC) selected from the electronic catalogue...

... all national and international branches are combined. SAP is in the process of reorganising its **online shopping**. In the future the e-commerce business with suppliers is to be handled via the...

17/3,K/5 (Item 3 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09194874
New service for Cyberjaya residents
MALAYSIA: CYBERJAYANET FOR RESIDENTS OF MSC
The Star (XAT) 08 Nov 1999 In-Tech, p.4
Language: ENGLISH

... September 2000, CyberjayaNet will be able to offer traffic management, information on utilities, community services, **Internet shopping** communications, public amenities and other services. The unified messaging service will be offered free of...

... combines fax, electronic mail (e-mail), voice messaging which can be accessed through a personal **identification number** (PIN) code for each user. Meanwhile, Setia Haruman will also set up the Megajaya City...

17/3,K/6 (Item 4 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09182719
Sainsbury's Orderline offers total online grocery service
UK: ONLINE PLANS FOR SAINSBURY'S
Retail Week (RWK) 01 Oct 1999 p. 4
Language: ENGLISH

UK food retailer Sainsbury's has announced plans for a major revamp of its Orderline **online shopping** service, disposing of the need to join up by filling in a detailed form in...

... online. Holders of Sainsbury's Reward Card will be able to register by inserting their **account number**.

17/3,K/9 (Item 7 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09080981
DBS scores a first with Net **kiosks** for customers
SINGAPORE: DBS OFFERS INTERNET **KIOSKS**
Business Times (XBA) 25 Mar 1999 p.4
Language: ENGLISH

DBS scores a first with Net **kiosks** for customers
SINGAPORE: DBS OFFERS INTERNET **KIOSKS**

Singapore's DBS Bank has unveiled Internet **kiosks** where its customers - even those without Internet accounts - can carry out banking transactions using their...

... customers. The security features of the new service are the ATM cards and the personal **identification number** (PIN) that users have to enter. The Internet **kiosks** allow the bank to offer customers with 24-hour

self-service banking, seven days a week with regular updates. The bank intends to have 50 such kiosks. Each kiosk costs around S\$ 30,000 or around S\$ 10,000 less than an ATM.

17/3,K/12 (Item 10 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

06664631
Safe Shopping on the Net with C-One
SINGAPORE: C-ONE OFFERS 100% SAFE ONLINE SHOPPING
Retail Asia (ABD) Jul 1998 P.25
Language: ENGLISH

SINGAPORE: C-ONE OFFERS 100% SAFE ONLINE SHOPPING

... expected to achieve 100% in confidentiality and safety as there is no need for sensitive account numbers. Moreover, the waiting time for approval is minimal so long as the cash card has...

17/3,K/21 (Item 19 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

05344488
Bell Canada Inc reports that
CANADA - BELL CANADA SETS UP KIOSK SERVICE
Computergram International (CGI) 28 September 1992 p1
ISSN: 0268-716X

CANADA - BELL CANADA SETS UP KIOSK SERVICE

Bell Canada reports that its Mediatel unit has introduced a public access kiosk for use in major airports and other high traffic areas in Quebec and Ontario: subscribers...

... The Net service can access electronic mail, information management and database services by entering an identification number and password; the general public can use the kiosk to fax documents for USD1r2.50 per page within North America and USD1r4 per page...

17/3,K/25 (Item 4 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2003 Institution of Electrical Engineers. All rts. reserv.

6175056 INSPEC Abstract Number: C1999-04-0310D-002
Title: A resilient access control scheme for secure electronic transactions
Author(s): Jong-Hyeon Lee
Author Affiliation: Comput. Lab., Cambridge Univ., UK
Conference Title: Proceedings of the 3rd USENIX Workshop on Electronic Commerce p.75-82
Publisher: USENIX Assoc, Berkeley, CA, USA
Publication Date: 1998 Country of Publication: USA 242 pp.
ISBN: 1 880446 97 9 Material Identity Number: XX-1998-02291
Conference Title: Proceedings of 3rd USENIX Workshop on Electronic Commerce
Conference Date: 31 Aug.-3 Sept. 1998 Conference Location: Boston, MA, USA
Language: English
Subfile: C
Copyright 1999, IEE

...Abstract: a way of authenticating customers without transferring explicit customer secrets. Furthermore, we give a secure **online transaction** scheme based on our access control mechanism. Needham gave an example of **Personal Identification Number** (PIN) management for banking systems (R.M. Needham, 1997) that presented a way to control...

...Identifiers: secure **online transaction** scheme...

...**Personal Identification Number** ;

17/3,K/26 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

5536374

Title: Secure Internet transactions at last!

Author(s): Newing, R.

Journal: Management Accounting vol.75, no.3 p.44-5

Publisher: Chartered Inst. Manag. Accountants,

Publication Date: March 1997 Country of Publication: UK

CODEN: MATGBA ISSN: 0025-1682

SICI: 0025-1682(199703)75:3L:44:SITL;1-G

Material Identity Number: F318-97003

Language: English

Subfile: D

Copyright 1997, IEE

Title: Secure Internet transactions at last!

...Abstract: no security, especially as software could be written and deployed to search for and extract **account numbers** and expiration dates on the Internet. At present Internet users have no guarantee that a...

Identifiers: secure **Internet transactions** ;

17/3,K/28 (Item 7 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

03553859 INSPEC Abstract Number: C90015914

Title: Managing Standing Order Files: An AskSam application

Author(s): Goodfellow, W.D.

Journal: Computers in Libraries vol.9, no.9 p.18-21

Publication Date: Oct. 1989 Country of Publication: USA

CODEN: CPLIE8 ISSN: 1041-7915

Language: English

Subfile: C

...Abstract: text-based management system design for use with IBM-compatible hardware. The program was originally **purchased** for developing **online** and hardcopy reference tools and the management of statistics. When examining their options, it seemed...

... be included: title, purchase source, frequency of publication, purchase cycle, publisher and address, department or **account** , **number** of copies, call number, edition received, cost, date received, disposition of earlier editions, and a...

17/3,K/35 (Item 7 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00435194 96IT09-013

D&B and ARI introduce standard ID number for electronic commerce

Information Today , September 1, 1996 , v13 n8 p17, 1 Page(s)

ISSN: 8755-6286

Company Name: Dun & Bradstreet Information Services; ARI Network Services

Product Name: EC-ID

D&B and ARI introduce standard ID number for electronic commerce

... Murray Hill, NJ, (908) and ARI Network Services, Inc. that they have developed a standard **identification number** for business-to-business electronic commerce that they plan to market immediately. Explains that the fifteen-digit **EC-ID identification number**, which is based on the existing nine-digit D-U-N-S Number, will be...

Descriptors: **Online Transaction Processing; Security; Database; Manufacturing; Marketing; Directories**

17/3,K/37 (Item 9 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00390632 950A07-001

Electronic boutiques -- Shop 'til you drop in cyberspace

Kukla, Brenda

Online Access , July 1, 1995 , v10 n7 p23-24, 2 Page(s)

ISSN: 0898-2015

Company Name: America Online; CompuServe; Prodigy Services

Product Name: **Internet Mall ; Capulin Coffee; Sweet Enchantment; Gift Center; Book Stacks Unlimited BBS**

Product Name: **Internet Mall ; Capulin Coffee; Sweet Enchantment; Gift Center; Book Stacks Unlimited BBS**

... such as Prodigy, America Online, and CompuServe. Provides individual summaries and Internet addresses of: the **Internet Mall**, which gives one central location for people to access 1,200 services and store Capulin Coffee, which provides the origins and history of Capulin coffee and an 800 **order number**; Sweet Enchantment, which offers truffles from Albert Kumin; the Gift Center, for perusing cheeses, steaks...

Descriptors: **Electronic Shopping ; World Wide Web ; Internet ; Retailing ; Vendor Guide**

Identifiers: **Internet Mall ; Capulin Coffee; Sweet Enchantment; Gift Center; Book Stacks Unlimited BBS; America Online; CompuServe; Prodigy Services**

17/3,K/40 (Item 2 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs

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1860812 H.W. WILSON RECORD NUMBER: BAST97041687

Long-awaited e-commerce protocol nears release

Garber, Lee;

Computer v. 30 (June '97) p. 22

DOCUMENT TYPE: Feature Article ISSN: 0018-9162

ABSTRACT: The launch of the first version of a long-awaited specification for secure **online credit card transactions** is expected in June 1997. The specification should address the fears that online users have about hackers stealing their **account numbers**. The SET 1.0 protocol has been developed by a group of companies, including Visa...

20/3,K/1 (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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09382184
Affordable e-commerce package for SMIs launched
MALAYSIA: NEWAYS UNVEILED ITS WHIZZMALL.COM HERE
New Straits Times (XAS) 12 Oct 2000 p.27
Language: ENGLISH

... will supply users with banner advertising without any charge and will fully take care of receipts for payment of goods bought online as well as the delivery aspects of internet shopping. On top of these, a website address and a search engine tool will also be...

20/3,K/2 (Item 1 from file: 233)
DIALOG(R)File 233:Internet & Personal Comp. Abs.
(c) 2003 Info. Today Inc. All rts. reserv.

00608352 00EY08-005
Beating the bamboozlers -- Cyberscam artists are cutting a broad swath of fraud across both sides of the transaction landscape
Waxer, Cindy
eBay Magazine , August 1, 2000 , v2 n8 p72-76, 5 Page(s)
ISSN: 1524-7791

... practices. Also includes ``Buyers play waiting game,'' which focuses on the problem of nondelivery of goods purchased, or receipt of goods that are not as expected. Includes two sidebars. (kgh)
Descriptors: Auctions; Electronic Commerce; Crime; Online Transaction Processing

File 15:ABI/Inform(R) 1971-2003/May 08
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 File 634:San Jose Mercury Jun 1985-2003/May 07
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 File 148:Gale Group Trade & Industry DB 1976-2003/May 07
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 File 20:Dialog Global Reporter 1997-2003/May 08
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 File 995:NewsRoom 2000
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Set	Items	Description
S1	1209746	(SHOPP? OR PURCHAS? OR BUY? OR BOUGHT OR TRANSACT? OR ORDERED OR ORDERING OR MALL? ? OR RETAIL?) (3N) (ONLINE OR INTERNET OR WWW OR WEB OR CYBER OR VIRTUAL OR DIGITAL? OR COMPUTERI?) - OR E() (TAIL? OR MALL? ?) OR CLICK(1W)MORTAR OR KIOSK?
S2	257733	(STORAGE OR STORING OR STORE? ? OR HOLD? OR RETAIN? OR RETENTION OR RECORD??) (2N) (ORDER? ? OR REQUEST? ? OR PO OR PURCHASE? ? OR TRANSACTION?)
S3	139197	(ACKNOWLEDG? OR VERIFI? OR CONFIRM? OR DOCUMENTAT? OR DOCUMENTED? OR DOCUMENTING OR VALIDAT? OR AUTHENTICAT?) (5N) (ORDER? ? OR REQUEST? ? OR PO OR PURCHASE? ? OR TRANSACTION?)
S4	160585	(USER? ? OR PURCHASER? OR BUYER? OR CUSTOMER? OR IDENTIFI? OR ID OR ACCOUNT OR CONFIRMATION OR ORDER OR PO) (1W) (NUMBER? - OR DIGIT? ? OR NUMERAL?)
S5	67881	(MATCH? OR (EQUAT? NOT EQUATOR?) OR CONFORM? OR COINCID?? - OR COINCIDING OR CORRESPOND???) (3N) (MERCHANDI? OR GOODS OR WARES OR PRODUCT? ? OR ITEM? ?)
S6	1824	S1 AND S2 AND S3
S7	6	S4 AND S5 AND S6
S8	247	S1(S)S2(S)S3
S9	102	S8 NOT PD>20000427
S10	51	RD (unique items)
S11	0	S1(S) (S4(5N)S5)
S12	3	S1 AND (S4(5N)S5)

7/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02494999 116355923

Case study on exceptions

Saastamoinen, Heikki

Information Technology & People v8n4 PP: 48 1995

ISSN: 0959-3845 JRNL CODE: OTP

WORD COUNT: 12351

...TEXT: We can now consider an exception raised during invoice auditing, where an invoice partially includes items mentioned in a corresponding order, but also refers to products not found on the order. It is now highly ... words, the system supports the whole work and material flow including engineering, workshop scheduling, purchasing, transaction verification, ledgers, and many other such subsystems. Only activities related to accounting and some other smaller...

...the factories the study focused on two interrelated information systems: the purchasing system and the transaction verification system. The author contacted the manager of information systems development of the factories, who undertook...

...that, although there was a general problem, it was especially noticeable in the purchasing and transaction verification systems.

The goals of this study - to detect and classify exceptions related to purchasing and transaction verification and to estimate their financial and other organizational consequences - were of interest to both the...or after some exceptions.

Unmatched invoices were known to be a very common problem in transaction verification. However, they are not included in the list for two reasons. First, the purchasers who...

... without prices was also strictly prohibited by the rules of the department because it made transaction verification very laborious. Thus, the study also led to the manager of the department taking certain...

... verifying incoming invoices. When a purchase order is placed, all information related to it is stored in the order database. That includes both general information related to an order, e.g. information about the...the invoice is stored in the invoice database.

The link between the databases is an order number. With that number all the deliveries and invoices related to an order can be found...

... an item invoiced cannot be found in the storage database, or the number of delivered items does not match the number of invoiced units, the invoice does not match.

These unmatched invoices are exceptions for transaction verifiers. When they verify an invoice, they are supposed to be able to decide whether it ...

... invoice at all, in which case an unmatched invoice is an otherwise exception for the transaction verifiers.

Preliminary survey on unmatched invoices

An unmatched invoice was a previously well-known problem. To...

... sheet is illustrated in Figure 1. The sheet was attached to an invoice by the transaction verification group of the finance department. The members of the group marked the reason why they...

...not match; receiving information is missing; account of costs incorrect; order without a price; wrong **order number** ; no order; order too old; table of instalment is missing; table of instalment is incorrect...
... verifying group then had to write in the identification information for the invoice, i.e. **order number** , internal number of invoice, name of the supplier and add the initials or number of both the **verifier** and **purchaser** .

After that, the invoice and the attached sheet were sent to the purchaser responsible for...sheet attached to it.

Sometimes the purchasers did not agree with the opinions of the **transaction verifiers** . In those situations, they could select "detected error does not exist". For both verifiers and...

...to the list.

When purchasers had handled an invoice, they sent it back to the **transaction verifier** who had handled it earlier. The verification group member handling the invoice marked on the...

... column labels in both tables have the following meanings: N = number of exceptions discovered by **transaction verifiers** , N% = relative division of exceptions discovered by **transaction verifiers** , No. = number of the events purchasers did not see as exceptions, C = number of exceptions...
... comments of the purchasers. For example, in the case of unmatched terms of payment, the **transaction verifiers** claimed that 99 exceptions (7.2 per cent of all detected exceptions) fell into this...

...of 12 exceptions.

As Table XV shows, there were 1,367 exceptions found by the **transaction verifiers** . A good number of them, however, were not confirmed by the purchasing department, or the...

... for the exceptions was reported for 1,208 cases. The 65 exceptions detected by the **transaction verifiers** but not explained by the purchasers are presented in Table XIV with the subtitle "reason...the invoice was correct.

All the exceptions delayed the starting time for handling the events. **Transaction verifiers** could not handle an unmatched invoice before a purchaser had decided what to do with...

... in invoice, terms of shipment incorrect in invoice, invoice received before delivery, faulty delivery, wrong **order number** , delivery too late, improper delivery, missing safety deposit, and supplier does not correspond with the one in the **order** .

During the study, **transaction verifiers** claimed that many of the exceptions were caused by certain purchasers. For this reason, exceptions ...

...unmatched invoices.

The column labels in Table XX have the following meanings: Purchaser No. is **purchaser identification number** ; Orders is number of orders made in April 1993; Unmatched is number of unmatched invoices...on the cases and present their ideas on improving the procedures for ordering and for **transaction verification** . Summarized results were also delivered to the **transaction verifiers** . They were asked to present constructive ideas as well. In addition, a team including the...less time.

Another, even more important change was physically to place the desk of one **transaction verifier** from the finance department in the purchasing department. Previously, verifying personnel were frustrated at wasting...

...order, information on tolerances and the percentage of the difference to be charged are now stored in the order database. Verifying personnel now have easy access to the data. Suppliers are required explicitly to... control. Now a book is kept recording the number of unmatched invoices caused by each purchaser. The number is then evaluated in conjunction with the number of orders placed by each purchaser.

Discussion...

...not seems to be task or system related. All unmatched invoices were delayed exceptions: the transaction verifier, after sending an unmatched invoice to a purchaser, had to wait an average of nine...

...faced with the exception (see Table IX). On the contrary, all exceptions detected by the transaction verifiers had to be handled in other departments of the organization.

Amount of work. It can... costs. The amount is significant, especially considering that these exceptions were primarily related to the transaction verification system used primarily by a group of four only employees.

All the three significant correlation...

...exceptions which they are not authorized to solve by themselves are very frustrating. For example, transaction verifiers knew that if the difference between order and invoice prices was less than a 0...even if it was very clear to them whether or not an invoice was acceptable, transaction verifiers really could not know. Also, the verifiers learned about the pressure under which the purchasers...

...not greatly interested in ensuring appropriate invoices, even if that is crucial in terms of transaction verification.

As also noted by Strong and Miller (1995), one of the problems caused by exceptions...

...however, is poorly integrated with, and supported by, computer systems. The computer system used by transaction verifiers successfully helped in identifying exceptions; however, it did not give any direct support for handling...

...events and then work out how to handle them. Neither did the system help the purchasers.

The number, kinds and consequences of exceptions are greatly dependent on the system under inspection. For example, the transaction verification system faced a number of exceptions because of changing external variables, e.g. changing exchange...

...to operate that many of its sophisticated features were not used at all. For example, transaction verifiers could have accessed more specific information about exceptional orders but that would have been highly complicated. In order to do that, they would have had to quit the entire transaction verification application, log into a purchasing system, and make an appropriate search for the corresponding order...

...they were looking for, they had to quit the purchasing application and relog into the transaction verification system. This would have been extremely time consuming and would have required setting the context...

...might be needed in the future by other users. Thus, some crucial information needed by transaction verifiers was missing from the order database and some information that purchasers needed was missing from purchasing orders. This missing information...type of system no group-level exceptions were detected

Notes: N = number of exceptions found by

transaction verifiers . No. = number of cases purchasers did not regard as erroneous, C = number of exceptions elaborated on by **purchasersNotes** : N = number of exceptions found by **transaction verifiers** . No. = number of cases purchasers did not regard as erroneous, C = number of exceptions elaborated...MA.

24. Strong, D.A. and Miller, S.M. (1995), "Exceptions and exception handling in **computerized** information processes", ACM Transactions on Information Systems, Vol. 13 No. 2, pp. 206-33

25. Suchman, L.A. (1983...

... Exceptions related to order processing based on written purchase order; Table III; . Exceptions related to **computerized** purchase orders; Table IV; . Exceptions related to delivery inspection; Table V; . Miscellaneous exceptions; Table VI; . Degrees...

7/3,K/2 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01983316 SUPPLIER NUMBER: 18657405 (USE FORMAT 7 OR 9 FOR FULL TEXT)
IVR meets the internet. (interactive voice response) (include related articles on Call Processing Solution's OptiCALL platform, Catalogue Ordering With Cybercall, and using IVR and Web forms) (IVR Supplement) (Product Information)

Margulies, Ed

Teleconnect, v14, n9, pS41(7)

Sep, 1996

ISSN: 0740-9354

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 4488

LINE COUNT: 00358

... made anywhere in the world can be the front-end to a touch-tone delivery **confirmation** , sales report, or dispatch **request** .

IVR gateways can send the data over the Internet to a "collection point." The data...

...software client waits in queue for them. This client provides an IVR system with the **customers** telephone **number** . The IVR system will then initiate the call to Web-browsing user. The system can...

...me" icon. This initiates a real-time telephone call from the company to the user.

TRANSACTION SECURITY

Internet Transaction Security is the "killer app" for the IVR-enabled Web. It's the one common...

...browsers sometimes need to communicate sensitive information (credit card numbers, PINs). Now callers visiting financial **transaction** or secure **Web** sites can do business with a heightened sense of confidence.

After product information has been...

...by speaking or uses touch tones to input the secure information.

There are lots of **products** for **matching** IVR technology with the Internet and the web. Here are some of the significant ones...s movements from page to page within an interactive Web session.

A customer viewing a **retailer** 's **Web** site may have questions about a particular item beyond the information given on a Web...

...needs.

Telephony integration can provide a secure link to pass sensitive information required for many **Web transactions** . WebVox can improve service and communications by giving Web browsers an easy way to speak...

...such as the user's order information is also passed to the IVR system. An **order number** is automatically processed.

The IVR system then receives the callback number from the CGI script

...

...transaction. The user inputs the data with touch tones.

The IVR system then matches the **order number** and credit card information and creates a **transaction record**. It initiates an automatic credit card billing **transaction**. The system can now **confirm** the **order** on the Web page or speak a prompt over the phone to **confirm order** completion.

INTELITRAK TECHNOLOGIES

Joe Baranauskas of INTELITRAK Technologies (Austin, Texas, 512-480-2211) has developed...wide and is housed at Syntellect Interactive Services.

Syntellect's new Web Access for the **Internet** enables IVR **transactions** via the World Wide Web. The Web Access product is a software application tool. Using...

...banking, student registration, catalog ordering, employee benefits and a host of other on-line interactive **transactions**.

Web Access was designed to expand the feature set of Syntellect's VocalPoint IVR, an open...

...computer or database. Syntellect's strategy is to provide interactive communication solutions accommodating multiple devices.

Web Access takes IVR **transactions** from the simplicity of a telephone-based **transaction** to an **Internet**-based **transaction**. The company launched the solution due to their clients' desire to in turn satisfy their...

...its clients are looking for secure, reliable and easy ways to publish information and automate **transactions**.

Web Access provides security for sensitive account information by acting as a firewall between the Web...

...Host computer information not available through Web Access is inaccessible to the browser. By using **account number**, personal **identification number** and other identifying codes access is limited to authorized persons.

Web Access emulates a virtual...The Web server presents a logon screen to the customer

3. The customer enters their **account number** and PIN and then clicks "Submit."

4. The system receives the logon request and assigns...

...expiration date. The IVR system automatically checks for card authorization and gives the customer their **order number**. The customer's computer has an automatic screen pop of the **confirmed order** on the screen. The **order** form is complete except for the payment field (not on the screen). The IVR system then asks the customer if they would like written **confirmation** of the **order** via fax. After prompted, the customer presses one on their phone pad to **confirm** and a complete **order** form including payment information is faxed to him. Welcome to the future.

RELATED ARTICLE: USING...

7/3,K/3 (Item 1 from file: 636)

DIALOG(R) File 636:Gale Group Newsletter DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

04136766 Supplier Number: 54284377 (USE FORMAT 7 FOR FULLTEXT)

Online shopping : the real story.

Lamendola, Mark

CEE News, pNA

March, 1999

Language: English Record Type: Fulltext

Document Type: Newsletter; Tabloid; Trade

Word Count: 978

(USE FORMAT 7 FOR FULLTEXT)

Online shopping : **the real story.**

TEXT:

Online shopping offers convenience and saves money for both the purchaser and the merchant, yet many people...

... shopping spree.

Do you ever use your credit card over the phone or give a **PO number** by phone or fax? These transactions contain unen-cripted data, and someone can intercept them...

...do have secure servers. Still, it pays to check.

One way is to check the **online ordering** form for a secure server symbol. In Microsoft's Explorer, it will be a tiny...

...will encrypt any data sent back to your web browser. It's common to send **order confirmation** notices this way. When placing an order, you will notice that on the page where...

...This means you can safely enter your entire credit card number when prompted by an **online purchasing** system; it's unreadable in transit.

How to **order** online Many **stores** give you the option of browsing around the store or going directly to the specific...

...exact item you need. Selecting a category leads you to subcategories and then to specific **products** with **corresponding** descriptions and pricing. In this example store, when you find the software you are interested in you can **purchase** it **online** by clicking on the Pricing/Purchase Information link. This site, like many others, allows you...

7/3,K/4 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07135639 Supplier Number: 60141399 (USE FORMAT 7 FOR FULLTEXT)

THE NUTS AND BOLTS OF CLICK AND MORTAR .(Brief Article)

Supermarket News, p21

March 13, 2000

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Magazine/Journal; Trade

Word Count: 609

THE NUTS AND BOLTS OF CLICK AND MORTAR .(Brief Article)

A customer logs on to the Albertsons.com Web site, enters his **order number** and selects the items he wants. Items are listed alphabetically or by product grouping or...

...in the item they want.

Once a customer completes his order and hits "send," the **order** is **stored** in a server at Albertson's headquarters until midnight -- to allow shoppers to make changes...

...the store here.

A computer at the store prints out a picking slip, arranging the **items** to **conform** with the layout of the fulfillment center and listing the aisle number, the bay and...

...a master cutting sheet, with each cut assigned a number based on the customer's **order number** ; for produce and service deli, the computer prints out separate order lists, and those items...

...and red for refrigerated items.

The totes are brought to a validation station, where a **validator**

enters the customer's **order number** , calls up the complete order and hand-scans the order. To prevent errors, the items...

...and placed on the totes with the consumer's name, a scan bar and the **order number** . Simultaneously, a separate printer prints a customer invoice.

Non-perishables are then stored on shelves...

7/3,K/5 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06496453 Supplier Number: 55192747 (USE FORMAT 7 FOR FULLTEXT)
How To Succeed in E- Business -- Setting up shop on the Internet takes some work, but the payback can be tremendous. Here's how to get customers to your site and keep them coming back. (Technology Information)

Methvin, David W.

Windows Magazine, p98

August 1, 1999

Language: English Record Type: Fulltext Abstract

Document Type: Magazine/Journal; General Trade

Word Count: 3906

... Web rings you can join, searchable by category or keyword. If your store sells specialty items that **match** one or more Web rings, consider signing up for them. But first, do a bit...

...have to accept credit cards. Safety is one reason consumers like using credit cards for **Internet purchases** . Federal laws give credit card users specific rights to dispute payment for products or services... authorization, where the card number and transaction amount are sent electronically to the bank for **verification** at the time the **purchase** is made. Companies such as The Processing Network can handle real-time authorization using your...

...bureau collects the credit card information, performs real-time authorization and gives the customer a **confirmation number** . It then gives you a secure way to retrieve these approved orders, typically through a...

...they've made a purchase, buyers want reassurance their order is being processed. Since they **bought** via the **Internet** , you should provide some way to track the order through the Internet as well. At...sites manage your store for you.

Virtual Spin: <http://www.virtualspin.com>

Yahoo Store: <http://store.yahoo.com>

Order Processing

Time to deliver the goods.

Shopping-cart scripts and software:

PerlShop: <http://www.arpanet.com/PerlShop/perlshop.html>

GTA NetOrderForm: <http://www.shoppingcarts.cc/>

JustAddCommerce plug-in for FrontPage sites: <http://richmediatech.com>

Credit-card authorization/service bureau...

7/3,K/6 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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11877275 SUPPLIER NUMBER: 60141399 (USE FORMAT 7 OR 9 FOR FULL TEXT)
THE NUTS AND BOLTS OF CLICK AND MORTAR .(Brief Article)

Supermarket News, 21

March 13, 2000

DOCUMENT TYPE: Brief Article

ISSN: 0039-5803

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 633 LINE COUNT: 00051

THE NUTS AND BOLTS OF CLICK AND MORTAR .(Brief Article)

A customer logs on to the Albertsons.com Web site, enters his **order number** and selects the items he wants. Items are listed alphabetically or by product grouping or...

...in the item they want.

Once a customer completes his order and hits "send," the **order** is **stored** in a server at Albertson's headquarters until midnight -- to allow shoppers to make changes...

...the store here.

A computer at the store prints out a picking slip, arranging the **items** to **conform** with the layout of the fulfillment center and listing the aisle number, the bay and...

...a master cutting sheet, with each cut assigned a number based on the customer's **order number** ; for produce and service deli, the computer prints out separate order lists, and those items...

...and red for refrigerated items.

The totes are brought to a validation station, where a **validator** enters the customer's **order number** , calls up the complete order and hand-scans the order. To prevent errors, the items...

...and placed on the totes with the consumer's name, a scan bar and the **order number** . Simultaneously, a separate printer prints a customer invoice.

Non-perishables are then stored on shelves...

10/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01970002 45330945

XML in e-commerce

Bickel, Bob

Inform v13n8 PP: 32 Sep/Oct 1999

ISSN: 0892-3876 JRNL CODE: IFN

WORD COUNT: 804

...TEXT: integrate their Web sites with the back-end systems that could provide complete site automation. **Purchase** a computer system **online**, and the site responds via E-mail to **confirm** the **order**, exact dollar amount, and ship date. If the order is going to ship in 60 days instead of 10 days, the manufacturer cannot tell the online customer what is **holding** up the **order**, much less suggest a replacement or alternative that would expedite the order. If floppy disk...

10/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01693287 03-44277

Shopping the mall for market research

Ojala, Marydee

Online v22n5 PP: 77-80 Sep/Oct 1998

ISSN: 0146-5422 JRNL CODE: ONL

WORD COUNT: 2316

...TEXT: IMR Mall.

Searching is free and registration is not required, another feature unique to this **Web**-based **shopping** center. Not until you click **Purchase** **Marked** **Records** are you asked for your user ID and password. The next screen requires you to **confirm** your **purchase** and offers the opportunity to enter a project tracking number. Records cost \$20 each, billed...

10/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01579262 02-30251

Autodealing moves to the Internet

Queree, Anne

Corporate Finance n158 PP: 8 Jan 1998

ISSN: 0958-2053 JRNL CODE: COF

WORD COUNT: 470

...TEXT: sites.

FX dealing software also brings efficiency benefits to the customer such as an auditable **record** of their **transactions**, **online** **confirmations** with the bank and the ability to check and re-check a rate without repeated ...

10/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01421107 00-72094

Resellers get set for SET

Piven, Joshua

...TEXT: that has little to do with end users. While a consumer will undoubtedly use the **Internet** to, say, **buy** a pair of shoes, the majority of online commerce will probably be similar to regular...

... Software (Bedford, MA) made this point to me in a discussion of business-to-business **transactions** over the **Internet**. While he **acknowledges** that SET provides security through encryption, Frey says that the role of authentication under SET...

...client exposes the server to risk," Frey says. "The client/server model, where the client **stores transaction** information, just doesn't work on the Internet."

At issue is the transaction "state" information...

10/3,K/5 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01410218 00061205
Desktop electronic purchasing product from Wick Hill
Anonymous
EDI Update International v9n6 PP: 4-5 Apr 1997
ISSN: 0268-6635 JRNL CODE: CAM
WORD COUNT: 380

...TEXT: orders, order amendments, enquiries, forecasts and delivery schedules, as well as the ability to receive **acknowledgements** and invoices. An **online purchase order** book keeps a **record** of all **purchase** orders sent, and a product database contains information on all products and their suppliers.

Other...

10/3,K/6 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01385692 00-36679
The modernization of regulation E
Brandel, Roland E; Adams Lee S
ABA Bank Compliance v18n1 PP: 12-21 Jan/Feb 1997
ISSN: 0887-0187 JRNL CODE: BCP
WORD COUNT: 6474

...TEXT: an "on-line" system or an "offline" system. An on-line system is one where **stored -value transactions** are **verified** and authorized by the issuer on an **online** basis, and **transaction** data are also captured and stored in a similar manner.

The other major category of...

10/3,K/7 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2003 Resp. DB Svcs. All rts. reserv.

2689094 Supplier Number: 02689094 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Hong Kong's dash for e-commerce
(Business-to-business e-commerce in the Asia-Pacific is forecast to reach

USDlr99.16 bil in 2003, vs USDlr3.3 bil in 1998; E-commerce revenue in Hong Kong forecast to hit USDlr778 mil in 2001)
Business Line, p 11
January 17, 2000
DOCUMENT TYPE: Journal; Industry Overview ISSN: 0971-7528 (India)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1329

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...mil in 1998. As of March 1999, there were over 1,10,000 (sic) people shopping via the Internet in Hong Kong, up from below 50,000 in 1998, while by March 1999, 17...

...global market. Hang Seng Bank plans to launch an Internet payment gateway service that allows online retailers to authenticate transactions, thereby enabling them to have secure revenue collection. The Hong Kong Productivity Council, Federal Express...

...credit card clearance services while FedEx will use its electronic shipping technology to supply shipping documentation to shoppers once transactions are recorded. Towngas, a utility company, is expected to be the first company of its type to...

...Internet payment gateway and offer online support. The two companies also plan to establish an Internet shopping mall offering merchants the opportunity to rent retail space. ...

TEXT:

...household Internet access and business IT development despite a surge in Internet use last year. Internet shopping has more than doubled in the past year and electronic commerce in Hong Kong has...

...corporate clients and customers in the Asia-Pacific countries. Citibank Commerce allows companies to conduct online business - from ordering goods to making payments and reconciling transactions - without needing more additions to their e-commerce...

...best, announced it will introduce an Internet payment gateway service enabling secure revenue-collection by online retailers. The system will be an online version of a card-reading terminal at a shop. The facility enables an online retailer to 'authenticate' a transaction, meaning he can verify that the customer is using a valid credit card. The Hong...

...the Internet while FedEx will provide its electronic shipping technology to supply shoppers with shipping documentation after the online transaction is recorded. Banks are also facing competition from large utility companies which plan to enter financial services...

...infrastructure while the former operates a secure Internet payment gateway and online support service. An Internet shopping mall they plan to set up will offer retail space for rent to merchants. HSBC is...

10/3,K/8 (Item 2 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2003 Resp. DB Svcs. All rts. reserv.

2063688 Supplier Number: 02063688 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Sweden's SE-Banken launches direct online merchant payment facility
(Sweden's SE-Banken offers online account holders the ability to pay for goods purchased on the Internet from their online SE-Banken bank account)

Electronic Payments International, n 127, p 3
February 1998
DOCUMENT TYPE: Newsletter ISSN: 0954-0393 (Ireland)

LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 406

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...The digi-pass is used along with a PIN chosen by the account holder to authenticate any online banking transactions and enquiries. This system will also be used when the account holder purchases goods from online merchants participating in the scheme.

So far, 20 merchants have signed up for the initiative...

10/3,K/9 (Item 3 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2003 Resp. DB Svcs. All rts. reserv.

1881936 Supplier Number: 01881936 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Singapore - CashCard Payment Over The Internet
(Singapore is set for a new cyberspace development in the form of secure CashCard payments over the Internet)
Newsbytes News Network, p N/A
July 07, 1997
DOCUMENT TYPE: Journal ISSN: 0983-1592 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 229

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...CashCards in Singapore by the end of the year.

To make CashCard payments over the Internet, users must buy a card reader for about S\$40 and connect it to the personal computer. A...

...is installed in the PC. The CashCard holder visits a merchant's Web site. The holder orders a product or service, then makes a payment over the Internet. If the CashCard is successfully authenticated, money would be deducted from the CashCard and the merchant completes the transaction by confirming the order.

(19970708/ Reported By Newsbytes News Network: <http://www.newsbytes.com>)
...

10/3,K/10 (Item 4 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2003 Resp. DB Svcs. All rts. reserv.

1721234 Supplier Number: 01721234 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Sun shines with Java Commerce package
(Sun Microsystems announces the release of the Java Commerce Toolkit for developers)
Electronic Payments International, n 115, p 10
January 1997
DOCUMENT TYPE: Newsletter ISSN: 0954-0393 (Ireland)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 749

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...merchants to store a purchaser's selected items and total the bill before completing an online purchase, and sample code and documentation to speed the development of online commerce applications.

According to Sun, several electronic commerce vendors...

10/3,K/11 (Item 5 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2003 Resp. DB Svcs. All rts. reserv.

1702298 Supplier Number: 01702298 (USE FORMAT 7 OR 9 FOR FULLTEXT)
The year of the thin client
(Sun Microsystems to use Java to gain more prominent place in retail
financial services market)
Cards International, n 169, p 7
December 11, 1996
DOCUMENT TYPE: Newsletter ISSN: 0956-5558 (Ireland)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1530

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...merchants to store a purchaser's selected items and total the bill
before completing an **online purchase**, and sample code and
documentation to speed the development of online commerce applications.

According to Sun Microsystems, among those electronic...

10/3,K/12 (Item 6 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2003 Resp. DB Svcs. All rts. reserv.

1683087 Supplier Number: 01683087
NEC/Sumitomo to Conduct Electronic Confirmation Testing
(NEC and Sumitomo Bank will test inter-commerce online transaction
electronic confirmation starting in 2/97)
Nikkei Sangyo Shimbun, p N/A
November 28, 1996
DOCUMENT TYPE: Business Newspaper (Japan)
LANGUAGE: Japanese RECORD TYPE: Abstract

ABSTRACT:

NEC and Sumitomo Bank will begin testing inter- commerce **online**
transaction electronic confirmation operations in February, 1997. The
experiment consists of establishing an Information Management Center (IMC)
to **record** and save **transaction** data. If any trouble or inconsistencies
occur, the system is able to check the past records. Both companies have
jointly worked on developing the codes and the technology involved in
confirming the transactions. The testing should finish in March, 1998,
and depending on the results and demand, will....

10/3,K/13 (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2003 Business Wire. All rts. reserv.

00263504 20000425116B3676 (USE FORMAT 7 FOR FULLTEXT)
Identrus Proves Viability of First-Ever Global Public Key Infrastructure
Using Multiple Vendors' B2B e-commerce Security Technologies
Business Wire
Tuesday, April 25, 2000 05:16 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,063

...able to use the Internet to open new markets,

reduce transaction costs and create unassailable records of their transactions .
Identrus will issue digital certificates to financial institutions, which will
operate as certificate authorities that create and issue digital...
...and business dealings, financial
institutions can use digital certificates to facilitate secure payments and
other transactions . Real-time certificate validation systems will
confirm the
validity of digital certificates at the time a transaction or communication
...

10/3,K/14 (Item 2 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2003 Business Wire. All rts. reserv.

00197629 20000218049B3193 (USE FORMAT 7 FOR FULLTEXT)
BrainDock to Launch Portal to Provide Information and Services for Wireless
Devices and WAP Mobile Phones
Business Wire
Friday, February 18, 2000 03:02 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 403

TEXT:
...mobile ecommerce traffic in Europe. BrainDock.com does not sell
to consumers directly, but provides e - tailers with the tools to build
online
storefronts and a choice of products to full the store . BrainDock
performs
transaction processing, credit card validation and provides a secure
download. Strategic member e - tailers include Psion PLC, Widget Software
Ltd.,
NWT.com, 21store, Palmtop Italia, and Azimuth.

10/3,K/15 (Item 3 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2003 Business Wire. All rts. reserv.

00024621 1999095B0174 (USE FORMAT 7 FOR FULLTEXT)
UWI.Com Announces First XML Digital Signature Solution Interoperable with
Netscape Products
Business Wire
Monday, April 5, 1999 09:49 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 730

...InternetForms System is a complete suite of XML software
that allows organizations to conduct secure, verifiable
business-to-business e-commerce transactions on the Internet .
InternetForms are based on Extensible Forms Description Language
(XFDL), the world's first open XML protocol for legally-binding
transactions on the Internet . Users can sign InternetForms using
digital signatures in either Netscape or Microsoft browsers, providing
a secure transaction record that offers non-repudiation.

"Netscape is a recognized leader in providing security solutions on
the...

10/3,K/16 (Item 1 fr m file: 810)

DIALOG(R)File 810:Business Wire
(c) 1999 Business Wire . All rts. reserv.

0982450 BW1142

CA VERIFONE: VeriFone Obtains SET Mark for End-to-End Internet Payment Solution; SET Mark Builds on VeriFone Position as Global Leader in Providing Choices for Electronic Payment and Commerce

February 22, 1999

Byline: Business Editors & High-Tech Writers

...cooperation with industry leaders such as VeriFone in order to provide all parties to an Internet transaction with security and authentication assurances comparable to an in-store transaction.

Merchants process payment on-line through VeriFone's...

10/3,K/17 (Item 2 from file: 810)
DIALOG(R)File 810:Business Wire
(c) 1999 Business Wire . All rts. reserv.

0949739 BW1185

AAA: Keep Credit Information Safe While Shopping Online, Says AAA

December 09, 1998

Byline: Business Editors

...protect the buyer if an item is lost, stolen or damaged in delivery.

- o Keep records of online transactions . Print out the online confirmation of your order and save it just as you would save a receipt from a store.
- o Finally...

10/3,K/18 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

02350690 SUPPLIER NUMBER: 57517771 (USE FORMAT 7 OR 9 FOR FULL TEXT)
I Pointed, I Clicked, I Shopped.(tips to 1999 online holiday shopping) (Internet/Web/Online Service Information)

Furger, Roberta
PC World, NA
Nov, 1999

ISSN: 0737-8939 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1566 LINE COUNT: 00115

... contrast, some merchants put the charge through as soon as the order is placed.

Every Web store I purchased from confirmed my order via e-mail (typically within a few hours). But these e-mails don't always...

10/3,K/19 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

02002131 SUPPLIER NUMBER: 18838946 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Computer reseller making money on Net. (NECX Direct) (PC Week Netweek)
(Company Business and Marketing)

Duffy, Tom

PC Week, v13, n44, pN3(2)

Nov 4, 1996

ISSN: 0740-1604

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1466

LINE COUNT: 00118

... Inc., of Tempe Ariz., and Micro Warehouse Inc., of Norwalk, Conn., which do some business **online**, and **retailers** such as CompUSA that also target customers online, but also with traditional retail **stores** and mail-**order** companies.

Bertelon **acknowledged** continued resistance to E-commerce. Nonetheless, he said, sales, which now amount to about \$12...

10/3,K/20 (Item 3 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

01753510 SUPPLIER NUMBER: 16691737 (USE FORMAT 7 OR 9 FOR FULL TEXT)

HOW DOES THE TAXMAN COLLECT ON INTERNET TRANSACTIONS? NO-ONE SEEMS TO KNOW.

Computergram International, pCGN02200025

Feb 20, 1995

ISSN: 0268-716X

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1187

LINE COUNT: 00090

TEXT:

...get away without paying any tax: Pipex's managing director, Peter Dawe, warns that goods **bought** on the **Internet** for import into the UK could be subject to arbitrary tax legislation. UK Customs & Excise...

...Superhighway" as it has been designed from the "grass roots upwards" to handle secure financial **transactions**. " **Internet** information providers are basically giving their information away" because the network is too insecure to...

...clearing system which are too expensive and unwieldy to cope with a deluge of small **transactions**. Card **holders** are unlikely to spend vast amounts of money on goods they cannot see, so smaller transactions using electronic cash seem to be where the money will be. **Cyber shoppers** are also more likely to go on a electronic cash spending spree than face the **authenticate** and verify the **transaction**. Until then anyone wishing to use Mondex Smart Cards for cash **transactions** over the **Internet** will have to contact the seller and carry out the transaction manually. The encryption software...

10/3,K/21 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

04572852 Supplier Number: 59187952 (USE FORMAT 7 FOR FULLTEXT)

Sweden's SE-Banken launches direct online merchant payment facility.

Jeffery, Chris

Electronic Payments International, p3

Feb, 1998

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 404

... The digi-pass is used along with a PIN chosen by the account holder to **authenticate** any **online** banking **transactions** and enquiries. This system will also be used when the account **holder purchases** goods from **online** merchants participating in the scheme.

So far, 20 merchants have signed up for the initiative...

10/3,K/22 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

04558160 Supplier Number: 59360313 (USE FORMAT 7 FOR FULLTEXT)
Attorney General warns consumers to watch out for cons and bad deals when cyber-shopping; National Consumer Protection Week stresses research before buying.
M2 Presswire, pNA
Feb 11, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 741

... check or money order you rely on the seller to refund your money.
Keep a **record** of your **purchase** . Write down all information related to the **transaction** . If **ordering online** , print out a copy of your **order form** or any **confirmation** you receive by e-

10/3,K/23 (Item 3 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

04481818 Supplier Number: 57482512 (USE FORMAT 7 FOR FULLTEXT)
VISA: British shoppers back on-line payments >T.
M2 Presswire, pNA
Nov 10, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1417

... methods and cost of delivery, currency accepted, taxes applied and contact details.
5. Keep a **record** of your **purchase**
Save the on-line **confirmation** of the **order** and keep a note of the **retailer 's Internet** address. These records are equivalent to till receipts given when shopping in the physical world...

10/3,K/24 (Item 4 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

04211656 Supplier Number: 55038539 (USE FORMAT 7 FOR FULLTEXT)
ACTION TECHNOLOGIES AND UWI.COM TEAM UP.(Company Business and Marketing)(Brief Article)
Telecomworldwire, pNA
July 1, 1999
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Newsletter; Trade
Word Count: 93

... s InternetForms Commerce System, a suite of XML software that enables companies to conduct secure, **verifiable** business-to-business **transactions** over the **Internet** . The integration allows companies to automate their e-business transactions and because all the information needed to provide accurate and **verifiable** **records** of a **transaction** is **stored** in a secure digital file the system eliminates the need for paper in both internal...

10/3,K/25 (Item 5 fr m file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

04138486 Supplier Number: 54305855 (USE FORMAT 7 FOR FULLTEXT)
**UWI.COM: UWI.Com announces first XML digital signature soln interoperable
with Netscape products.**
M2 Presswire, pNA
April 5, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 788

... InternetForms System is a complete suite of XML software that
allows organisations to conduct secure, **verifiable** business-to-business
e-commerce **transactions** on the **Internet** . InternetForms are based on
Extensible Forms Description Language (XFDL), the world's first open XML
protocol for legally-binding **transactions** on the **Internet** . Users can
sign InternetForms using digital signatures in either Netscape or Microsoft
browsers, providing a secure **transaction record** that offers
non-repudiation.

"Netscape is a recognized leader in providing security solutions on
the...

10/3,K/26 (Item 6 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
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03753737 Supplier Number: 48119411 (USE FORMAT 7 FOR FULLTEXT)
INDUSTRY BRIEFS
Corporate EFT Report, v17, n21, pN/A
Nov 12, 1997
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 541

... Tax System will be integrated to enable companies to reduce costs
and eliminate paper for **Web purchasing** and sales. When customers
purchase items over the **Internet** , different billing options are
available. Once the customer **verifies** the **purchases** , the software
records the sales and use taxes. The TAXWARE system keeps **transaction**
records for future tax report audits. "By using the software, businesses
don't have to set...

10/3,K/27 (Item 7 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
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03631817 Supplier Number: 47821274 (USE FORMAT 7 FOR FULLTEXT)
Singapore - CashCard Payment Over The Internet 07/07/97
Newsbytes, pN/A
July 7, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; General Trade
Word Count: 231

... CashCards in Singapore by the end of the year.
To make CashCard payments over the **Internet** , users must **buy** a
card reader for about S\$40 and connect it to the personal computer. A...

...is installed in the PC. The CashCard holder visits a merchant's Web
site. The **holder orders** a product or service, then makes a payment over
the Internet. If the CashCard is successfully authenticated, money would be
deducted from the CashCard and the merchant completes the **transaction** by
confirming the order .

(19970708/ Reported By Newsbytes News Network:
<http://www.newsbytes.com>)

10/3,K/28 (Item 8 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

03585022 Supplier Number: 47421587 (USE FORMAT 7 FOR FULLTEXT)
VANTAGE EXPANDS FULL SERVICE PROGRAMME
Telecomworldwire, pN/A
May 30, 1997
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 101

... to provide Visa and MasterCard processing for Internet merchants worldwide. VSI is offering merchant's web sites' a proprietary shopping cart and will process the merchant of record for transactions . Confirmation of the transaction will be made by VSI to both the Internet merchant and the purchaser and shipment of products can be made by the Internet merchants, as authorized by VSI...

10/3,K/29 (Item 9 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

03584233 Supplier Number: 47419835 (USE FORMAT 7 FOR FULLTEXT)
VANTAGE SERVICES: Credit card processing for Internet merchants worldwide
M2 Presswire, pN/A
May 29, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 289

... the merchant's web site which will be processed by VSI as the merchant of record for the transaction . Confirmation of the transaction will be made by VSI to both the Internet merchant and the purchaser . Shipment of product can be made by the Internet merchant as authorized by VSI.
Set...

10/3,K/30 (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2003 The Gale Group. All rts. reserv.

02468720 Supplier Number: 61717734 (USE FORMAT 7 FOR FULLTEXT)
VeriSign Unveils New Suite of Digital Validation Services.
PR Newswire, pNA
April 4, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 940

... real time, and to subsequently bind their identity and privileges with other attributes of the transaction . This " digital record " is digitally signed and/or countersigned, timestamped and securely stored by VeriSign or another trusted third party, enabling non-repudiation for the transaction . Validating the transaction in this manner offers proof of a participant's identity and privileges, and the fact that a transaction has occurred, retaining the underlying details of the transaction in an unforgeable, tamper-proof record for future retrieval...

10/3,K/31 (Item 2 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

(c) 2003 The Gale Group. All rts. reserv.

02186254 Supplier Number: 55918692 (USE FORMAT 7 FOR FULLTEXT)
Inter-Tel.net Enters Into Agreement With GoComm Wireless Ltd.
PR Newswire, p6347
Sept 30, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 719

The prepayer point-of- purchase terminal prints and validates pre-paid long distance telephone calling cards. To help retailers track sales and determine retail...

...variety of organizational and individual store reports. Prepayer terminal reports detail the amount of each transaction, the store location, and the ID of the salesperson on a regular, scheduled basis. Inter-Tel.net provides web access to retailers that allows prepayer sales reports to be viewed over the Internet. This is particularly useful
...

10/3,K/32 (Item 3 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2003 The Gale Group. All rts. reserv.

02183238 Supplier Number: 55879860 (USE FORMAT 7 FOR FULLTEXT)
Entrust Technologies' Entrust/SSF Product Receives SAP Interface Certification: Interface Enables New E-Business Processes.
Business Wire, p0144
Sept 28, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 633

... their e-business transactions. In doing so, customers will reap the e-business benefits of digital signatures, including: - transaction authenticity;

- transacting party authentication;
- detection of fraudulent transaction records; and
- non-repudiation of signed transactions records.

Entrust Technologies provides these e-business transaction benefits
...

10/3,K/33 (Item 4 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2003 The Gale Group. All rts. reserv.

01525903 Supplier Number: 47335698 (USE FORMAT 7 FOR FULLTEXT)
First Virtual Holdings Launches New Cyber Shopping Experience With 1 Virtual Place
PR Newswire, p0428LAM009
April 28, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 599

... will apply the \$2.00 annual fee as a credit toward the customer's next purchase. First Virtual Holdings enables secure on-line transactions at 1 Virtual Place by allowing consumers to make purchases on the Internet without giving credit card numbers online. The purchase is charged to a customer's VirtualPIN, which is an alias for the buyer's credit card. Once the transaction is confirmed by the buyer through e-mail, First Virtual Holdings charges the customer's credit card
...

10/3,K/34 (Item 1 from file: 613)
DIALOG(R) File 613:PR Newswire
(c) 2003 PR Newswire Association Inc. All rts. reserv.

00314562 20000418SFTU104 (USE FORMAT 7 FOR FULLTEXT)
Verisign Introduces New Suite of Trust Services for B2b E-Commerce
PR Newswire
Tuesday, April 18, 2000 07:50 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,221

...Digital Notarization services which cryptographically combine the digital "fingerprint" of an original electronic document or **online transaction** with a trusted timestamp and the digital signature of VeriSign and/or another trusted third party, creating a digital record

that can be archived as proof of the **transaction** ;
-- **Digital Record** services which allow a record produced by VeriSign's digital notarization service to be securely...

...audit trail;
-- Digital Receipt services which produce a specially formatted digital record combining payment and **authentication** information with other **transaction** details (payments submitted via VeriSign's XML Pay interface can include **digital** signatures for **buyers** , sellers, and financial institutions involved in a transaction); and
-- Dispute Resolution services which enable buyers...

10/3,K/35 (Item 2 from file: 613)
DIALOG(R) File 613:PR Newswire
(c) 2003 PR Newswire Association Inc. All rts. reserv.

00290306 20000313LAM058 (USE FORMAT 7 FOR FULLTEXT)
Asp Vendor Zland.Com Releases Enhanced Suite of E-Business Solutions
PR Newswire
Monday, March 13, 2000 07:30 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 895

...office order processing. An option to the ZLand.com e-commerce solution, it synchronizes and **verifies** order information **stored** in the ZLand.com Selling Products and Services solution with order processing systems. Through a...

...existing ones, back-end systems are updated with no manual intervention, thus automatically streamlining the **online shopping** process.

About ZLand.com
ZLand.com, headquartered in Aliso Viejo, Calif., is an application service...

10/3,K/36 (Item 3 fr m file: 613)
DIALOG(R) File 613:PR Newswire
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00238699 19991229PHW014 (USE FORMAT 7 FOR FULLTEXT)

MetalSite Completes First Stage Integration Effort; Utilizes Existing EDI Assets

PR Newswire

Wednesday, December 29, 1999 12:03 EST

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 1,066

...choose to format information using spreadsheets, EDI, text files
or eXtensible Mark-up Language (XML). Online purchase orders
may be fed directly into an order entry system that records the request
and confirms fulfillment. Also, all purchase orders are archived
on MetalSite for handy online display and stored automatically for
later reference.

-- Pricing...

10/3,K/37 (Item 1 from file: 813)

DIALOG(R)File 813:PR Newswire

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1050282

LAF011

First Virtual Holdings Incorporated Announces Fourth-Quarter And Year-End Results

DATE: January 31, 1997

07:00 EST

WORD COUNT: 1,505

... buyer's and the seller's VirtualPIN to First Virtual Holdings. For
additional security, First Virtual Holdings confirms each purchase
with the buyer via e-mail. Once verified, First Virtual Holdings charges
the user's...

10/3,K/38 (Item 2 from file: 813)

DIALOG(R)File 813:PR Newswire

(c) 1999 PR Newswire Association Inc. All rts. reserv.

0761694

SD001

C O R R E C T I O N -- FIRST VIRTUAL HOLDINGS INC.

DATE: November 14, 1994

10:05 EST

WORD COUNT: 1,243

...government agencies and large commercial
ventures, will require payment in advance before completing the
electronic transaction. First Virtual Holdings verifies each
transaction in a closed-loop confirmation system and has also developed
monitoring systems to guard against potential abuses. Unlike other
systems...

10/3,K/39 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2003 The Gale Group. All rts. reserv.

07071791 Supplier Number: 59584607 (USE FORMAT 7 FOR FULLTEXT)

HIBERNIA TESTS OUT WINDOWS-BASED OS.(Product Information)

Marlin, Steven

Bank Systems + Technology, v37, n1, p24

Jan, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 382

... card applications planned for Voyager and Smart Cards for Windows include securing consumer e-banking **transactions** and **stored** value, in which customers would reload value onto their cards at their bank's Web site, ATMs or **kiosks**. The cards also can be used by a bank's corporate clients to **authenticate** employees for **purchases** and other **transactions**

Smart Cards for Windows extends the Windows software development model to smart card developers like...

10/3,K/40 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

04664406 Supplier Number: 46864247 (USE FORMAT 7 FOR FULLTEXT)
Computer reseller making money on Net
PC Week, pN03
Nov 4, 1996
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Tabloid; General Trade
Word Count: 1376

... Inc., of Tempe Ariz., and Micro Warehouse Inc., of Norwalk, Conn., which do some business **online**, and **retailers** such as CompUSA that also target customers online, but also with traditional retail **stores** and mail- **order** companies.

Bertelon **acknowledged** continued resistance to E-commerce. Nonetheless, he said, sales, which now amount to about \$12...

10/3,K/41 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

03831770 Supplier Number: 45477484 (USE FORMAT 7 FOR FULLTEXT)
Special orders increase faucet options without inventory commitments
National Home Center News, p24
April 17, 1995
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1151

... to carry more inventory.

Dealers and suppliers are also investigating the possible use of interactive **kiosks** on which consumers, without assistance, can view a faucet's style, finish and brand preferences, get feature and price comparisons instantly, select from payment and delivery options, and exit the **store** with an **order confirmation** in hand after a swipe of their credit card.

'I don't know if the...

10/3,K/42 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

03655544 Supplier Number: 45161287
ELECTRONIC MONEY: So much for the cashless society
The Economist (US), p21
Nov 26, 1994
Language: English Record Type: Abstract
Document Type: Magazine/Journal; Academic General

ABSTRACT:

...in electronic money on the Internet could eventually have profound ramifications for mainstream banks. First **Virtual Holdings** can process **transactions** only if both the buyer and seller have accounts. This means that the **buyer** gives First **Virtual** the authority to make charges to the buyer's credit card. Sellers give First **Virtual** a list each day of who has **bought** what. First **Virtual** asks the **buyers** to **confirm** that they have made the **purchase**. Sellers may ship goods before the **buyer** confirms to First **Virtual** that he has made the **purchase**. If the buyer withholds such **confirmation**, the seller may be out the value of the product shipped. So far, most of...

10/3,K/43 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

08583733 SUPPLIER NUMBER: 18141226 (USE FORMAT 7 OR 9 FOR FULL TEXT)
MicroAge-Trilogy alliance strengthens online ordering. (Company Business and Marketing)
Hausman, Eric
Computer Reseller News, n676, p12(1)
March 25, 1996
ISSN: 0893-8377 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 549 LINE COUNT: 00047

ABSTRACT: MicroAge Inc showed its dealers a new **online transaction** processing (OLTP) system developed in partnership with Trilogy at MicroAge's annual Solutions conference. The...

...The new system differs from other OLTP systems in the manner in which information is **stored**. It includes **order** entry, configuration **validation** and quotation modules.

10/3,K/44 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

10393413 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Visa's vision: A universal smartcard
SECTION TITLE: NEWS
PULLAR-STRECKER Tom
INFOTECH WEEKLY, 2 ed, p7
April 03, 2000
JOURNAL CODE: WIWY LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 485

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... communication costs and placing a burden on bank's back-end systems, he says. VisaCash **transactions** could be **stored** on retailers' systems and transmitted to the banks and batch processed at the end of...

10/3,K/45 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

09533838 (USE FORMAT 7 OR 9 FOR FULLTEXT)
FEB 11, 2000, M2 Communications - Shopping on the Internet - or by mail or telephone - is convenient, but is not without risk. Some consumers have found that it's hard to resolve problems with retailers with whom they can't speak directly. Others have bee
M2 PRESSWIRE
February 11, 2000
JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 535

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... all information related to the transaction. If ordering online, print out a copy of your **order** form or any **confirmation** you receive by e-mail.

When considering bidding on an Internet auction item, check out...

10/3,K/46 (Item 3 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

08251003 (USE FORMAT 7 OR 9 FOR FULLTEXT)
PriceNet USA.com Forms Strategic Alliance With The BigStore.com Inc.
BUSINESS WIRE
November 16, 1999
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 417

... operators technology for transaction processing, credit/debit validation, fraud detection, customer service, order tracking and **transaction** accounting and **records** retention.

10/3,K/47 (Item 4 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

04948510
Lucky punters grab One.Tel
Emma Blake
ABIX - AUSTRALASIAN BUSINESS INTELLIGENCE (DAILY TELEGRAPH (AUSTRALIA))
, p41
April 14, 1999
JOURNAL CODE: WTDT LANGUAGE: English RECORD TYPE: ABSTRACT
WORD COUNT: 162

... News Corporation and Publishing and Broadcasting Limited 40 per cent of the company. Meanwhile, PBL **confirmed** it will **purchase** **Online Broker Holdings** (including Australian Stockbroking) for \$A13 million

10/3,K/48 (Item 5 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

02791394 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Digital delivery in disguise
TERRENCE BELFORD, FOR THE FINANCIAL POST
FINANCIAL POST, p25
September 12, 1998
JOURNAL CODE: FFP LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 401

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... used for the purchase, conducts the transaction and either immediately downloads the software to the **buyer** through the **Internet** or physically ships it. At the end of each month the software publishers receive a...

10/3,K/49 (Item 6 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter

(c) 2003 The Dialog Corp. All rts. reserv.

02738731 (USE FORMAT 7 OR 9 FOR FULLTEXT)

BuyItOnline Revolutionizes Internet Retailing for Small Business Merchants
BUSINESS WIRE

September 08, 1998

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1378

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... the customer's credit card at the time of purchase, notifying the merchants of their **orders**, coordinating **confirmation** of shipment and concluding the credit card transaction.

5. How will I handle customer service...

10/3,K/50 (Item 1 from file: 995)

DIALOG(R)File 995:NewsRoom 2000

(c) 2003 The Dialog Corporation. All rts. reserv.

0030504068 14ZX03Z3

Reverse Merger To Put Tropika Subsidiary On NASD OTC BB: Intellashop Sale
Validates Zorro Technology

CANADIAN CORPORATE NEWS

Monday, February 28, 2000

JOURNAL CODE: ALKN LANGUAGE: ENGLISH RECORD TYPE: Fulltext

DOCUMENT TYPE: Newswire

WORD COUNT: 245

TEXT:

...and expertise, we have begun to realize several potentially lucrative opportunities. In my opinion, the **purchase** of Intellashop by **Virtual Reality confirms** once again Tropika's ability to act as a viable Internet incubator, creating and developing...

...technologies in the e-commerce market." "Because of its strength and versatility, Intellashop could revolutionize **online shopping**," said Casey Shea, President of Intellashop.com. "The system showed extremely successfully in its December...

...a result of demand. It is clearly a strong, marketable entity with real appeal to **online shoppers**."

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10/3,K/51 (Item 2 from file: 995)

DIALOG(R)File 995:NewsRoom 2000

(c) 2003 The Dialog Corporation. All rts. reserv.

0022003252 14ZE035M

FDIC: Attorney General warns consumers to watch out for cons and bad deals
when cyber-shopping; National Consumer Protection Week stresses research
before buying

M2 COMMUNICATIONS

Friday, February 11, 2000

JOURNAL CODE: ALPP LANGUAGE: ENGLISH RECORD TYPE: Fulltext

DOCUMENT TYPE: Newswire

WORD COUNT: 724

...all information related to the transaction. If ordering online, print out a copy of your **order** form or any **confirmation** you receive by e-mail.

When considering bidding on an Internet auction item, check out...

12/3,K/1 (Item 1 from file: 810)
DIALOG(R)File 810:Business Wire
(c) 1999 Business Wire . All rts. reserv.

0736747 BW0040

**NEWMEDIA: NewMedia Magazine Introduces "i-Serv" Electronic Reader Service;
Newmedia-com traffic up 50 percent since "i-Serv" introduction**

August 19, 1997

Byline: Business Editors

...information requests in minutes instead of months. Unlike traditional reader-response cards that rely on **users** circling **numbers** corresponding to advertised **products** and sending the cards through the mail, "i-Serv" offers immediate access to specified product...

...communication between companies and their best prospects," said Landry. "It promotes immediate follow through for **purchase** -involved **digital** professionals and eliminates the potentially costly delay between when customers request information and receive response...

12/3,K/2 (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2003 The Gale Group. All rts. reserv.

01562216 Supplier Number: 47919666 (USE FORMAT 7 FOR FULLTEXT)
**NewMedia Magazine Introduces "i-Serv" Electronic Reader Service;
Newmedia-com traffic up 50 percent since "i-Serv" introduction.**
Business Wire, p08190040
August 19, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 501

... information requests in minutes instead of months. Unlike traditional reader-response cards that rely on **users** circling **numbers** corresponding to advertised **products** and sending the cards through the mail, "i-Serv" offers immediate access to specified product...

...communication between companies and their best prospects," said Landry. "It promotes immediate follow through for **purchase** -involved **digital** professionals and eliminates the potentially costly delay between when customers request information and receive response...

12/3,K/3 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

05189866 Supplier Number: 47919666 (USE FORMAT 7 FOR FULLTEXT)
**NewMedia Magazine Introduces "i-Serv" Electronic Reader Service;
Newmedia-com traffic up 50 percent since "i-Serv" introduction.**
Business Wire, p08190040
August 19, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 501

... information requests in minutes instead of months. Unlike traditional reader-response cards that rely on **users** circling **numbers** corresponding to advertised **products** and sending the cards through the

mail, "i-Serv" offers immediate access to specified product...

...communication between companies and their best prospects," said Landry.
"It promotes immediate follow through for **purchase** -involved **digital**
professionals and eliminates the potentially costly delay between when
customers request information and receive response...

File 635:Business Dateline(R) 1985-2003/May 08
(c) 2003 ProQuest Info&Learning
File 570:Gale Group MARS(R) 1984-2003/May 07
(c) 2003 The Gale Group
File 387:The Denver Post 1994-2003/May 07
(c) 2003 Denver Post
File 471:New York Times Fulltext 90-Day 2003/May 07
(c) 2003 The New York Times
File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
(c) 2002 Phoenix Newspapers
File 494:St LouisPost-Dispatch 1988-2003/May 05
(c) 2003 St Louis Post-Dispatch
File 498:Detroit Free Press 1987-2003/May 08
(c) 2003 Detroit Free Press Inc.
File 631:Boston Globe 1980-2003/May 07
(c) 2003 Boston Globe
File 633:Phil.Inquirer 1983-2003/May 06
(c) 2003 Philadelphia Newspapers Inc
File 638:Newsday/New York Newsday 1987-2003/May 07
(c) 2003 Newsday Inc.
File 640:San Francisco Chronicle 1988-2003/May 08
(c) 2003 Chronicle Publ. Co.
File 641:Rocky Mountain News Jun 1989-2003/May 06
(c) 2003 Scripps Howard News
File 702:Miami Herald 1983-2003/May 07
(c) 2003 The Miami Herald Publishing Co.
File 703:USA Today 1989-2003/May 07
(c) 2003 USA Today
File 704:(Portland)The Oregonian 1989-2003/May 07
(c) 2003 The Oregonian
File 713:Atlanta J/Const. 1989-2003/May 08
(c) 2003 Atlanta Newspapers
File 714:(Baltimore) The Sun 1990-2003/May 08
(c) 2003 Baltimore Sun
File 715:Christian Sci.Mon. 1989-2003/May 08
(c) 2003 Christian Science Monitor
File 725:(Cleveland)Plain Dealer Aug 1991-2003/May 07
(c) 2003 The Plain Dealer
File 735:St. Petersburg Times 1989- 2000/Nov 01
(c) 2000 St. Petersburg Times
File 476:Financial Times Fulltext 1982-2003/May 08
(c) 2003 Financial Times Ltd
File 477:Irish Times 1999-2003/May 08
(c) 2003 Irish Times
File 710:Times/Sun.Times(London) Jun 1988-2003/May 07
(c) 2003 Times Newspapers
File 711:Independent(London) Sep 1988-2003/May 08
(c) 2003 Newspaper Publ. PLC
File 756:Daily/Sunday Telegraph 2000-2003/May 08
(c) 2003 Telegraph Group
File 757:Mirror Publications/Independent Newspapers 2000-2003/May 08
(c) 2003

Set	Items	Description
S1	123273	(SHOPP? OR PURCHAS? OR BUY? OR BOUGHT OR TRANSACT? OR ORDERED OR ORDERING OR MALL? ? OR RETAIL?) (3N) (ONLINE OR INTERNET OR WWW OR WEB OR CYBER OR VIRTUAL OR DIGITAL? OR COMPUTERI?) - OR E() (TAIL? OR MALL? ?) OR CLICK(1W)MORTAR OR KIOSK?
S2	55134	(STORAGE OR STORING OR STORE? ? OR HOLD? OR RETAIN? OR RETENTION OR RECORD??) (2N) (ORDER? ? OR REQUEST? ? OR PO OR PURCHASE? ? OR TRANSACTION?)
S3	19537	(ACKNOWLEDG? OR VERIFI? OR CONFIRM? OR DOCUMENTAT? OR DOCUMENTED? OR DOCUMENTING OR VALIDAT? OR AUTHENTICAT?) (5N) (ORDER? ? OR REQUEST? ? OR PO OR PURCHASE? ? OR TRANSACTION?)
S4	26881	(USER? ? OR PURCHASER? OR BUYER? OR CUSTOMER? OR IDENTIFI? OR ID OR ACCOUNT OR CONFIRMATION OR ORDER OR PO) (1W) (NUMBER? -

OR DIGIT? ? OR NUMERAL?)
 S5 6914 (MATCH? OR (EQUAT? NOT EQUATOR?) OR CONFORM? OR COINCID?? -
 OR COINCIDING OR CORRESPOND???) (3N) (MERCHANDI? OR GOODS OR WA-
 RES OR PRODUCT? ? OR ITEM? ?)
 S6 93 S1 AND S2 AND S3
 S7 45 S6 NOT PD>20000427
 S8 45 RD (unique items)
 S9 1 (S1 AND S4 AND S5) NOT PD>20000427

8/3,K/1 (Item 1 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

1045408 00-10096

Buy.com price mix-up ignites a cyberfuror // E-COMMERCE: Customers are irate after the company cancels orders for a \$544 computer monitor it mistakenly sold for \$164.

Searer, Kirsten
Orange County Register (Santa Ana, CA, US) pc.01
PUBL DATE: 990302
WORD COUNT: 1,101
DATELINE: Aliso Viejo, CA, US, Pacific

TEXT:

A recent pricing goof has shown Internet retailer Buy .com that hell hath no fury like an angry Internet shopper .

The Aliso Viejo-based online vendor has been dealing with livid customers after canceling more...

...analysts say attention to the blunder has been blown way out of proportion simply because Internet shoppers can complain more easily than in-store shoppers.

"There are thousands and thousands of individual...

...there's bound to be some data-quality issues out there," said San Francisco-based Internet retail analyst Vernon Keenan. "What happened with this monitor problem is you had a rather extraordinary...

...Hillebrand, a senior analyst for the Consumers Union in San Francisco. "If you place an order and send confirmation , it sure feels like a contract. Generally speaking, the contract can be formed when the...be allowed to make mistakes without being crucified for it."

(CHART) A FEW POINTERS FOR SHOPPING ONLINE

Check to see if a product is in stock. Some online vendors show the status of items in stock.

Print out the contract agreement and keep a record of your transaction with the date of purchase and date of transaction.

Use credit cards. If you are...

8/3,K/2 (Item 2 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
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0876853 98-37345

IT'S BEGINNING TO LOOK A LOT LIKE . . . CYBER - SHOPPING

Stroh, Michael; Swett, Clint
The Sacramento Bee (Sacramento, CA, US) pIB.10
PUBL DATE: 971208
WORD COUNT: 1,357
DATELINE: Sacramento, CA, US, Pacific

IT'S BEGINNING TO LOOK A LOT LIKE . . . CYBER - SHOPPING

TEXT:

...a mouse helped Carol Haft with her holiday shopping -- a computer mouse.

The Sacramentan went **online** to **buy** Christmas cards and CDs for friends and family and found it much easier than pawing...

...croquet set from Brookstone's Web site for his in-laws.

"This year I'll **buy** half my gifts **online**," Levine said. "I will not venture into a mall 10 days before Christmas, but I..."

...Books, toys, clothes, flowers, computers, cigars -- nearly anything that can be bought at a shopping **mall** can be **purchased online**. Many **online retailers** will even gift-wrap the packages for an additional fee.

"**Internet shopping** has come of age since last Christmas," said Andrew Kantor, editor-in-chief of **Internet Shopper** magazine. "This is the first year we're seeing **online shopping** really taking off for the holiday season."

Mike Farrace, vice president of publishing and electronic...

...analysts concur that consumers may have become comfortable enough with the medium to fill their **cyber - shopping** bags.

"Last year, there was a lot of window shopping and tire kicking and just..."

...technology market research firm. This year, "consumers are ready to buy."

Forrester Research estimates that **online shoppers** this year will spend between \$750 million and \$1 billion in the fourth quarter, traditionally...

...the best prices from the comfort of their dens, rather than trudging from store to **store**.

But actual **purchases** are increasing, as well, and the items purchased are much more varied.

Just two years...

...season, even the most dignified of shopping malls can be turned into Ultimate Fighting arenas. **Online shopping** allows people to avoid battling thousands of other shoppers.

"No parent wants to go into..."

...to reach the top of the Empire State Building.

In addition to the convenience factor, **online shoppers** can sometimes get better deals than they do in the non-cyber world. Nowhere is...

...off selected calendars. It's also offering a whopping 89 percent off "special value books."

Shopping online is a relatively simple process, though depending on how busy the Internet is, waits can...number and a shipping address.

The retailers often will respond with an e-mail message **confirming** the **order**. * CHECKING OUT THE SITES

Amazon.com (www.amazon.com) makes it relatively simple to find...

...color photo of the particular item. Great for extravagant gift ideas. You can't actually **purchase** things **online** but can contact a personal **buyer** via the **Web** site.

For the basketball fan not satisfied with a Michael Jordan or Mitch Richmond jersey...

...www.dean-deluca.com.
Informational sites

Yahoo has a handy guide for finding scores of **Internet shopping** sites and also has links to the Better Business Bureau for information on **online shopping**. Go to **www.yahoo.com** and then click the holiday **shopping** icon.

A **Web** site run by the National Consumers League contains a list of guidelines for **online shopping**. You can find it at **www.fraud.org**.

IBM is hosting a **Web** site with Q&A sections for consumers who want to **buy online** and merchants who want to sell over the Internet. Point your browser to **www.ibm...**

8/3,K/3 (Item 3 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

0807264 97-67530
Some computer users are wary of using credit cards online
Myers, Stacey
Providence Business News (Providence, RI, US), V11 N3 p1
PUBL DATE: 970428
WORD COUNT: 650
DATELINE: RI, US, New England

TEXT:

Computer users remain suspicious about making **purchases** through the **Internet**, despite encryption programs that some experts say make on-line credit card transactions more secure than telephone orders or traditional in- **store purchases**.

Troy Pappas, president of Merchants Bay, a web site featuring Rhode Island craft-makers and...

...of Components Software Corp. in Rocky Hill, N.J., follows Internet trends and he contends **online transactions** are safe.

"Here's the deal. Basically people shouldn't be more concerned people shouldn't...

...socket layer (SSL) or patronize merchants affiliated with companies such as CyberCash, which encrypt and **authenticate on-line purchases**.

SSL technology also encrypts credit card data entered on a computer, but it is not...

8/3,K/4 (Item 4 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
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0762704 97-21239
LittleNet minds the shop for on-line vendors
Harrison, Ann
MASS HIGH TECH (Watertown, MA, US), V14 N43 p8
PUBL DATE: 961209
WORD COUNT: 970
DATELINE: Lowell, MA, US, New England

TEXT:

...The company's Direct Commerce Network offers a range of transaction processing services to support **Internet ordering** .

For example, a Seattle-based business called Online Interactive uses LittleNet to assist the flow of purchases in its on-line software **mall** . LittleNet manages **Online Interactive** intellectual property rights and clearinghouse functions through real-time transaction processing.

The Direct Commerce...

...Direct Commerce Network will serve as the backbone for Milage to pick up, identify and **store merchant orders** . It sends out e-mail **confirmations** to on-line purchasers and updates Milage customer service representatives with relevant order information.

Another...

8/3,K/5 (Item 5 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
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0704280 96-61665
Will computer grocery shopping fill the cupboards of 2 start-ups?
Hals, Tom
Philadelphia Business Journal (Philadelphia, PA, US), V15 N12 p8
PUBL DATE: 960517
WORD COUNT: 1,030
DATELINE: West Chester, PA, US, Middle Atlantic

TEXT:

...parts store.

Market Street Telemedia seeks to overcome one of the biggest perceived problems with **retailing** over the **Internet** : the often frustrating snail's pace at which the individual interacts with a particular **Web** site.

When a **shopper** loads Market Street Telemedia's CD-ROM, the **shopper** enters a **virtual** store that includes all the goods found in a participating supermarket, as well as video...home shopping, there's an 80 percent retention rate," said Aherne. "We believe, and studies **confirm** , that if **stores** fill the **orders** well, the customer will be happier."

8/3,K/6 (Item 6 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

0303319 92-49917
Can We Talk? Businesses Save Big When PCs Communicate
McDermott, Michael J.
Crains New York Business (New York, NY, US), V8 N25 s1 p21
PUBL DATE: 920622
WORD COUNT: 1,382
DATELINE: New York, NY, US

TEXT:

...of programs to make different EDI systems compatible.

Currently, EDI is used most often for **rder** transmission and **acknowledgement** and invoice generation. A survey conducted late last year by Kurt Salmon Associates and RIS...

...EDI-capable department stores were using it to generate purchase orders, 31.4% to receive **purchase order confirmation**, 43.1% to receive advance shipping notices and 19.6% for electronic invoicing.

Usage for...

...vice president of merchandise technology at Federated Merchandising Group.

FASST works like this: All products **purchased** by Federated stores are marked by suppliers with bar-coded UPC (universal product code) symbols, which contain information...

...establishes a specific number of item purchases that will trigger an automatic replenishment order. The **computerized purchase order** is transmitted to the vendor via EDI. The result is a much shorter replenishment...

8/3,K/7 (Item 7 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
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0250551 91-74520
Wetterau Bases New Online Order Entry System on Stratus Computers
Edwards, Maryellen
Business Wire (San Francisco, CA, US) s1 p1
PUBL DATE: 911105
WORD COUNT: 628
DATELINE: Marlboro, MA, US

TEXT:

...announced that Wetterau Inc., a leading national wholesale food distributor, has developed a suite of **order entry, store communications**, and electronic data interchange (EDI) applications on Stratus fault-tolerant computers.

The system serves...

...developed store communications applications and an EDI system which will be used to send electronic **purchase orders**, invoices and **order verifications** between Wetterau and its suppliers.

"The Stratus system gives us the capabilities we need to...

...this allow us to easily add customers, and keep them."

The Stratus system will receive **orders** from grocery stores and military commissaries in several ways. Most will enter by using hand-held order entry...

...is a leading supplier of fault-tolerant computer systems for critical online applications, such as **online transaction processing, online data communications**, and telecommunications. The company offers the broadest range of fault-tolerant systems and...

8/3,K/8 (Item 1 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2003 The Gale Group. All rts. reserv.

01891272 Supplier Number: 60072293 (USE FORMAT 7 FOR FULLTEXT)
The Internet Shopper .(Brief Article)
DONTHU, NAVEEN; GARCIA, ADRIANA
Journal of Advertising Research, v39, n3, p52
May, 1999

(USE FORMAT 7 FOR FULLTEXT)

The Internet Shopper .(Brief Article)

TEXT:

Based on a telephone survey, the authors found that **Internet shoppers** are older and make more money than **Internet non-shoppers**. **Internet shoppers** are more convenience seekers, innovative, impulsive, variety seekers, and less risk averse than **Internet non-shoppers** are. **Internet shoppers** are also less brand and price conscious than **Internet non-shoppers** are. **Internet shoppers** have a more positive attitude toward advertising and direct marketing than non-shoppers do. Implications...
... the way people communicate and which is transforming the entire value chain, from manufacturers and **retailers** to consumers. The **Internet** is revolutionizing marketing, which is often defined as the exchanges between individuals and firms. **Internet shopping** is becoming a well-accepted way to purchase many kinds of products and services including ...

...higher interest among consumers. In addition, the development of secure systems that allow secure monetary **transactions** are accelerating **Internet shopping**.

Shopping has become the fastest-growing use of the Internet, and almost 40 percent of **Internet** users report **shopping** as a primary use of the Web (GVU, 1998). The total number of **Internet shoppers** has reached more than 20 million, and it is expected to continue growing. Even consumers who have not used the **Internet** to **purchase** goods and services claim to have used it for information searching that ultimately led to...

...to 24 months (Business Week, 1998).

To summarize, the electronic commerce industry is growing, with **Internet shopping** becoming a very popular activity among Internet users. Recently there have been several industry and...

...is young, educated, male, etc. What is still not very well known is who the **Internet shopper** is. While it is useful to profile the Internet user, from a marketing or advertising point of view it is more important to understand the **Internet shopper**. There is no evidence that suggests that the typical Internet user is also the typical **Internet shopper**. For example, knowing that the typical **Internet shopper** is young, does that mean that companies planning to sell on the Internet should target...

...older Internet user, who probably has access to more discretionary money, who is the typical **Internet shopper**. While market segmentation principles tell us that the shopper is going to be different...

...different for different Internet applications, it is still useful to understand and profile the typical **Internet shopper**. This is especially important if the typical **Internet shopper** is going to be different from the typical Internet user. This research is a step in that direction.

Managers recognize the importance and the potential impact of the **Internet** on advertising, **retailing**, direct marketing, and other related fields, but little research has been conducted profiling the **Internet shoppers**. The bulk of the formal research has been conducted on the evolution of the Internet...

...is intended to gain insights to better understand the characteristics, motives, and attitudes of the **Internet shopper**. Results of this study will help the development of effective Internet marketing strategies.

UNDERSTANDING INTERNET SHOPPERS

This exploratory study will help us understand how **Internet shoppers** differ from non-**Internet shoppers** (people who have not made **purchases** on the **Internet**). We profile the characteristics of those who purchase and those who do not **purchase** from the **Internet** in three main

categories: socioeconomic, motivational, and attitudinal characteristics. Due to the lack of formal research on the profile and behavior of **Internet shoppers**, we will use in-home shopper studies and recent statistics that describe Internet users to...

...in education, and tend to be younger than in-store shoppers.

In the case of **Internet shoppers**, the combination of two profiles, Internet users and in-home shoppers, should be considered jointly ...the socioeconomic characteristics found in most of in-home shoppers studies, we hypothesize that:

H1: **Internet shoppers** differ from non-shoppers in age, education, income, and gender.

Motivational characteristics

Darian (1987) describes...

...and (5) the opportunity of buying on impulse or in response to an advertisement.

Considering **Internet shopping** as a new alternative for in-home shopping, **Internet shoppers** could receive any of the benefits described by Darian when shopping on the **Internet**.

H2: **Internet shoppers** seek more convenience than nonshoppers.

In-home shoppers are more willing to try new things...

...seven out of ten Internet users have the innovator and risk-taker personality type.

H3: **Internet shoppers** are more innovative than nonshoppers.

H4: **Internet shoppers** show less aversity to risk than nonshoppers.

Despite considering **Internet shoppers** as convenience-seekers, **Internet shoppers** can also be considered recreational shoppers as their perceived cost of shopping, in terms of...

...Korgaonkar, 1980; Donthu and Gilliland, 1996) even though the latest GVI survey found that most **Internet shoppers** made "intentional" searches.

H5: **Internet shoppers** are more impulsive than nonshoppers.

The key players on the Internet are well-known companies...

...be aware of the name or key related words of what they are looking for. **Internet shoppers** need to be well-informed consumers and need to be aware of brand names to find them on the **Web**.

H6: **Internet shoppers** are more brand conscious than nonshoppers.

Hoffman and Novak (1997) refer to the Internet user...

...information that provides relevant, timely, up-to-date, convenient, complete, and accessible information (Ducoffe, 1996). **Internet shoppers** often look for many alternatives when purchasing because the medium is very appropriate for searching, and the process of shopping on the **Internet** is totally controlled by the consumer. In-home shopper studies show that product assortment and price are among the most important reasons for purchasing from home (Croft, 1998). Therefore, **Internet shoppers** are interested in both: the availability of product assortment and the possibility of price comparison.

H7: **Internet shoppers** are more price conscious than nonshoppers.

H8: **Internet shoppers** are more variety seekers than nonshoppers.

Attitudinal characteristics

In the preceding discussion, the hypothesis developed described **Internet shoppers** as above-average income young males with above-average occupations, innovative and impulsive, who were...

...enjoy shopping as much as any other shopper and sometimes make even more frequent in-store purchases than many other shoppers (Gullet, 1976; Reynolds, 1974). Based on these observations from in-home shoppers, and the assumption that **Internet shoppers** are recreational shoppers, we believed that **Internet shoppers** have a more positive attitude toward shopping than nonshoppers.

H9: **Internet shoppers** have a more positive attitude toward shopping than nonshoppers.

In-home shoppers are risk takers...

...in-home sources and that they have a more positive attitude toward direct marketing.

H10: **Internet shoppers** have a more positive attitude toward direct marketing than nonshoppers.

Many Web sites have corporate...is useful," and "is entertaining." These results suggest an overall positive attitude toward advertising among Web users.

H11: **Internet shoppers** have a more positive attitude toward advertising than nonshoppers.

METHODOLOGY

To collect data with which...

...television shopping channels to purchase goods and services). Next, they were asked whether they had **purchased** products from the **Internet**.

Finally, they were asked a series of short questions to measure their attitudes (toward shopping...

...results are reported in Table 2. Respondents were divided in two groups, a group of **Internet shoppers** (n = 122), those respondents who have **purchased** goods from the **Internet**, and a group of Internet nonshoppers (n = 668), those who had never **purchased** from the **Internet**. T-tests (Chi-square tests in the case of ordinal-scaled variables) were conducted for each of the hypotheses in order to **confirm** or reject each of them. As mentioned before, we replicated the methodology used by Donthu and Gilliland (1996). They profiled Infomercial **shoppers** while we profile **Internet shoppers**.

Results show that **Internet shoppers** do not differ from nonshoppers on education and gender. However, **Internet shoppers** are older and make more money than non- **Internet shoppers**. Based on these results, we partially reject Hypothesis H1. While Internet users are young in...

...and easier access to credit cards as a result of higher incomes that are actually **shopping** on the **Internet**. These results indicate that young Internet users are mainly looking for fun and entertainment when surfing the Internet while older users are more likely to **purchase** products on the **Internet**.

In terms of motivational characteristics, results confirm H2, H3, and H4, as **Internet shoppers** are more convenience seekers, more innovative, and less risk averse than Internet nonshoppers are. Also, **Internet shoppers** are more impulsive and more variety seekers than nonshoppers, which confirms H5 and H8. However, we reject H6 and H7, as **Internet shoppers** are less brand and price conscious than nonshoppers are. The lack of price consciousness could be a result of **Internet shoppers** belonging to an above-average socioeconomic class. Price is less important than other benefits the...

...brand and price could be used as a surrogate for quality of the product. For **Internet shoppers**, however, brand and price are no longer symbols of quality of the product as detailed...

...quality information is usually available on the Web sites.

While not hypothesized, we found that **Internet shoppers** spend longer time surfing the Net per week. The process of finding products and information on the Net makes **Internet shoppers** take more time using the **Internet** versus nonshoppers.

Internet shoppers have a more positive attitude toward advertising and direct marketing than nonshoppers do, which confirms H10 and H11. However, **Internet shoppers** do not have a more positive attitude toward shopping than nonshoppers, therefore we reject Hypothesis H9. **Internet shoppers** seem to be more economic and convenience shoppers, as opposed to recreational shoppers that we had hypothesized. **Internet shoppers** are not any more recreational **shoppers** than **Internet** nonshoppers, as they do not have any more positive attitude toward **shopping** than **Internet** nonshoppers.

DISCUSSION

Researchers have concentrated much of their Internet research efforts

on understanding the "mechanics..."

...From a marketing/advertising point of view it is very important to understand who the **Internet shopper** is and what his or her attitudes and opinions are. Berthon, Pitt, and Watson (1996...

...the Web." Our study is a step in this direction.

In order to profile the **Internet shoppers**, we conducted 790 telephone interviews with Internet users in a metropolitan area. The results revealed that the typical **internet shopper** is different from a typical Internet user. The finding that the **internet shopper** is older and earns more money than the average Internet user is not an obvious one and has profound managerial implications. The study also revealed that the **Internet shopper** is a convenience seeker who is innovative and more impulsive and variety seeker than the non-**Internet shopper**. However, the **Internet shopper** is no different from a nonshopper when it comes to brand and price consciousness. The **Internet shopper** also has a positive attitude toward direct marketing and advertising. Such a profile can be...

...well as for fine-tuning positioning and the benefits offered by those sites to the **internet shoppers**. The **Internet shoppers'** characteristics make promotions and launch of new products ideal marketing practices on the Internet. Promotions may attract **internet shoppers** as they are more likely to make impulsive purchase decisions and the launch of a new product may be of particular interest to **Internet shoppers** as they are always looking for new things. Variety and convenience are key features that a Web site should offer to **Internet shoppers**. Also, detailed information about the products should be presented to prospective customers. They are not...

...name alone.

Further research is needed to better understand the specific needs and expectations of **internet shoppers**. These are likely to vary by product category, which was not investigated in this study...

...how to increase electronic commerce by converting non-internet users into internet users and converting **Internet nonshoppers** into **Internet shoppers**. The study results need to be generalized over larger and national/international populations. Further research...

...one of the fastest-changing environments, changes in consumer attitudes are expected. Continuous researching of **Internet shoppers** and profiling should be done in the future.

NAVEEN DONTU is professor of marketing at...
strongly agree" to "strongly disagree".

Responses to multiple-item scales were averaged.

(b.) Reverse scaled.

	Internet Shopper versus Nonshopper	
	Internet Internet	
duff. sig.		
Hypothesis Number: Construct	Shopper Nonshopper	at the
H1: Age...	(n = 122) (n = 668)	0.05 level?

8/3,K/9 (Item 2 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
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01890732 Supplier Number: 60016322 (USE FORMAT 7 FOR FULLTEXT)
Enhancing Customer Service Through the Internet. (Brief Article)
Pete, Scott A.
Direct Marketing, v62, n8, p50
Dec, 1999
ISSN: 0012-3188
Language: English Record Type: Fulltext

Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 3529

... include e-mail and feedback submission forms. These methods should include an "auto-responder" to **confirm** receipt of the individual's **request**, and ideally a response from a CSR within 24 hours. These questions and answers can...on this topic alone. However from a customer service standpoint, there is no question that **online ordering**, payment processing, and status reports can be a tremendous convenience to the customer. The comfort level of consumers to make **purchases** and payments **online** is rapidly on the rise. If your product is easily specified by your customer, it may make sense for you to provide an **online ordering** form.

If your product or service requires more of a consultative approach, consider providing an...

...summary page formatted for printing is also important for the user to print as a **record** of the **transaction**.

Ideally, this page would contain a confirmation number that easily allows a status check upon...

...of the information they need and wish to go immediately to the dealer locator, or **online ordering** page. Although such a path should be obvious, the Web site design must be planned...

8/3,K/10 (Item 3 from file: 570)
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01881808 Supplier Number: 61427935 (USE FORMAT 7 FOR FULLTEXT)
Interchange and The Internet.

Punch, Linda
Credit Card Management, v12, n10, p26
Jan, 2000
ISSN: 0896-9329
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1909

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Setting interchange rates for **Internet transactions** poses special problems for Visa and MasterCard. Their challenge: setting rates adequate to cover the...

... interchange rates significantly higher than the typical electronically authorized transaction with the card present.

Many **online retailers** balk at being charged these rates, contending that **Internet transactions** are more secure than the typical MOTO transaction.

But the associations say interchange--the percentage...

...Visa charges 1.80% of the sale plus 10 cents. In contrast, an electronically authorized **transaction** in a **store** with the card present costs 1.36% plus 10 cents for MasterCard and 1.38...

...of dollars in volume. Indeed, the number of U.S. adults using credit cards to **purchase** goods and services **online** more than doubled between 1998 and 1999, according to research done by New York-based...

...company. By 1999's third quarter, 19.2 million adults used credit cards to make **online transactions**, compared to 9.3 million in 1998 and 4.9 million in 1997.

And Visa says that about 16 million consumers made **online purchases** worth \$7.1 billion in 1998. By 2002, an estimated 61 million consumers will **buy** \$41 billion **online**. About 99% of all **online**

consumer purchases were made using a credit or debit card, Visa estimates.

Balancing Constituencies

"You wouldn't...

...these opposing needs is especially difficult when opening up a new merchant segment--such as **Internet retailing**--that is not only complex but largely uncharted. At MasterCard, **Internet transactions** accounted for only about 1.5% of sales volume last year, says Art Kranzley, MasterCard...

...the e-commerce market, a spokesperson says. "One of the challenges now is getting the **transactions** properly identified as **Internet transactions**," the spokesperson says. "As this industry evolves, as this channel evolves, there will be better record-keeping in terms of what constitutes an **Internet transaction** vis a vis a phone-order or a mail-order transaction."

Visa estimates it accounts for about 53% of all consumer **transactions** on the **Internet**.

What concerns many **online retailers** is that they fall under the associations' card-not-present categories reserved for the riskiest...

...Francisco-based Wells Fargo Bank. About 3,500 of Wells' 100,000 merchants are totally **Web-enabled**--the **transaction** is completed **online** rather than by calling a toll-free number or completing the sale by some other offline method.

"All of the (**Internet**) credit card **transactions** we do are totally encrypted, totally secured, and when they come to me, they go...

...a desk or in the wastebasket where anyone could gain access to it, she adds.

Internet retailers believe these additional layers of security keep a lid on fraud and "justify from a retailer's perspective lower rates," says Scott Silverman, vice president of **Internet retailing** for the National Retail Federation. These **retailers** believe an **online transaction** is "different security-wise than other card-not-present transactions," Silverman adds.

But others, while sympathetic to electronic merchants' arguments, say that **Internet transactions** do carry higher risks than many other merchant categories. "From what we've seen, there...

...you've got that kind of track record?" he asks.

In many cases, **Internet merchants** **acknowledge** that **online transactions** carry a higher risk than typical card-present transactions. Retailers that process through the Michigan...are retailers with both traditional, real-world store fronts and Internet sites.

But even if **Internet retailers** recognize the risk associated with **online transactions**, they don't necessarily think that the current interchange rates are commensurate with that risk...

...about the transaction process at that point," he says.

Risk aside, the cost of acquiring **online transactions** also is less expensive than for merchants in the real world, and thus **Internet retailers** should be charged a lower interchange rate, Martaus says. "Even if it is a card...

...also has several Internet-related products, such as a digital wallet--a software application for **online shopping** that is used as an electronic equivalent of a physical wallet for **Internet purchases**. A **digital wallet** typically stores payment card and shipping information that is automatically exchanged with the merchant as part of the secure transaction session.

And for some **online retailers**, interchange is not an issue, at least not in the short term. For the most...

...commerce group at Agoura Hills, Calif.-based Cardservice International,

a leading ISO.

"Quite frankly, if (**Internet retailers**) get a merchant account easily, efficiently, and without much of a hassle and at a...

...40,000 of Cardservice's 200,000 base of small and mid-size merchants are **online retailers** .

But as these merchants grow and their sales volume increases, they are likely to join...

...interchange category this year.

If so, it won't come a moment too soon for **Internet retailers** .

8/3,K/11 (Item 4 from file: 570)

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01869284 Supplier Number: 59971814 (USE FORMAT 7 FOR FULLTEXT)

NATIONWIDE SHOPPING SPREE GIVES A BOOST TO HOLIDAY SALES.(Brief Article)

Do-It-Yourself Retailing, v178, n2, p33

Feb, 2000

ISSN: 0889-2989

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Magazine/Journal; Trade

Word Count: 648

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

E - tailers Share in Strong Selling Season, but On-Line Consumers Begin Demanding Service

In a year when much attention was focused on the potential of Internet sales, **e - tailers** were fortunate to be buoyed by the strongest overall holiday spending spurt in seven years...

...companies were looking to the holiday season to gain credibility by attracting many first-time **Web shoppers** . The goal was to provide these customers with a positive experience that will keep them...

...to 40 percent of their budget on advertising, and their tactics apparently succeeded in attracting **shoppers** . America Online Inc., the country's largest Internet service provider, said 2 million AOL members shopped on...

...on-line shopping would be hassle free were disappointed. One surprise was that some veteran **e - tailers** had trouble handling the increased traffic.

According to some reports, Amazon.com went down twice...

...the company's brick-and-mortar stores.

Some companies ran into trouble because they took **orders** and accepted payments before **confirming** items were in stock.

While consumers may have forgiven **e - tailers** their mistakes in the past, many analysts say that **shoppers** are now holding **Internet** companies to the same standards as retailers in the off-line world.

For example, according...

...buy on line because of the difficulty of making returns. According to Jupiter, returns at **Internet retailers** average about 5 percent, which is comparable to catalog retailers. In the off-line world...

...process could affect the growth of on-line retailing. The return policies varied greatly from **e - tailer** to **e - tailer** , and many **Internet retailers** did not explicitly state their return policies, which required telephone calls and e-mails for...

...hassles.

Most brick-and-mortar stores, such as Barnes & Noble, accepted

merchandise at their physical stores that was purchased through their Web-based divisions. This is one added service they are touting as an advantage over Internet-only retailers.

After retail sales began to trail off after the holidays, analysts were watching to see if there...

...as consumers began searching for post-Christmas bargains.

Even with the post-holiday retail letdown, e-tailers may maintain one advantage over traditional retailers. Low unemployment rates are still making it difficult...

8/3,K/12 (Item 5 from file: 570)
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01862628 Supplier Number: 60041571 (USE FORMAT 7 FOR FULLTEXT)
The Online Selling Game.(setting up an e-commerce store)(Industry Trend or Event)

ABEL, AMEE

Home Office Computing, v17, n9, p64

Sept, 1999

ISSN: 0899-7373

Language: English Record Type: Fulltext Abstract

Document Type: Magazine/Journal; Trade

Word Count: 3468

ABSTRACT:

...company, the scalability of the product offering, and the simplicity of the offered services. An online transaction consists of four basic parts: a Web site, store building, order processing, and transaction processing. Tips on ensuring that the purchasing process goes smoothly are discussed.

... an e-commerce software package or a super-easy hosting service, the anatomy of an online transaction includes basically the same four parts: a Web site, store building, order processing, and transaction processing.

Just as every brick-and-mortar shop has a showroom and...

...ways to ensure that the purchasing process goes smoothly--and that new customers become repeat buyers.

1: YOUR WEB SITE

A visitor arrives at your site and begins browsing your product catalog.

Making a...Already Got a Site? If so, you can add shopping cart software to begin selling online. Shopping -cart-only products require more advanced computer skills than store builders, although two user-friendly...

...item and identifies necessary attributes such as quantity, size, or color. The shopping cart software retains this order information while the customer continues shopping and, you hope, placing additional orders.

When he's...

...offers a variety of ways to calculate shipping, such as by weight, number of items ordered, or destination. Because Internet businesses have a national or global reach, you have to be prepared to charge the... customer types in his credit card number and expiration date and moments later receives an order confirmation message. By the day's end, he receives an e-mail reconfirming the order or...

...allow consumers to spend small amounts.

Sleep Tight Security is a big issue with all online transaction settlement methods. Although customer safety fears have been allayed by the existing de facto security...

...OFFERED 3

SMALLEST STORE OFFERED	Any size
COMMERCE GATEWAY OR ONLINE TRANSACTION PROCESSOR	ProCart via CyberCash or ICVerify, also supports PaymentNet and Authorize. Net
COMMERCE GATEWAY SETUP CHARGES	Not applicable
MONTHLY CHARGES	...millions of items
SMALLEST STORE OFFERED	Up to 100 items
COMMERCE GATEWAY OR ONLINE TRANSACTION PROCESSOR	Authorize.Net
COMMERCE GATEWAY SETUP CHARGES	Free
MONTHLY CHARGES	\$34.95 (\$150 rebate for Authorize.Net...

...PLAN LEVELS OFFERED 9

SMALLEST STORE OFFERED	Up to 10 items
COMMERCE GATEWAY OR ONLINE TRANSACTION PROCESSOR	iCat Online Payment Service
COMMERCE GATEWAY SETUP CHARGES	\$350
MONTHLY CHARGES	Basic service: \$15 per month for first...

...5

SMALLEST STORE OFFERED	Up to 12 items
COMMERCE GATEWAY OR ONLINE TRANSACTION PROCESSOR	First Data Merchant Services (FDMS) or Automated Transaction Services (ATS)
COMMERCE GATEWAY SETUP CHARGES	Not applicable
MONTHLY CHARGES...	

...3

SMALLEST STORE OFFERED	Up to 50 items
COMMERCE GATEWAY OR ONLINE TRANSACTION PROCESSOR	Online Authorization via ATS available at next service level (monthly leasing fee \$109.90)
COMMERCE GATEWAY SETUP	Not...

...2

SMALLEST STORE OFFERED	Up to 50 items
COMMERCE GATEWAY OR ONLINE TRANSACTION PROCESSOR	Bank One Payment Services
COMMERCE GATEWAY SETUP CHARGES	Not applicable
MONTHLY CHARGES	Not applicable
MERCHANT ACCOUNT	Bank One...

8/3,K/13 (Item 6 from file: 570)
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01854432 Supplier Number: 59584607 (USE FORMAT 7 FOR FULLTEXT)
HIBERNIA TESTS OUT WINDOWS-BASED OS.(Product Information)
 Marlin, Steven
 Bank Systems + Technology, v37, n1, p24
 Jan, 2000
 ISSN: 1045-9472
 Language: English Record Type: Fulltext
 Document Type: Magazine/Journal; Trade
 Word Count: 382

... card applications planned for Voyager and Smart Cards for Windows include securing consumer e-banking **transactions** and **stored** value, in which customers would reload value onto their cards at their bank's Web site, ATMs or **kiosks** . The cards also can be used by a bank's corporate clients to **authenticate** employees for **purchases** and other **transactions**

Smart Cards for Windows extends the Windows software development model to smart card developers like...

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01840240 Supplier Number: 58629095 (USE FORMAT 7 FOR FULLTEXT)
SECOND CYBER HOLIDAY: ONLINE SHOPPERS GIVE E - TAILING HIGH MARKS.
 Seckler, Valerie
 WWD, p1
 Jan 13, 2000
 ISSN: 0149-5380
 Language: English Record Type: Fulltext
 Document Type: Magazine/Journal; Trade
 Word Count: 1012

SECOND CYBER HOLIDAY: ONLINE SHOPPERS GIVE E - TAILING HIGH MARKS.
 ... 73 percent of experienced Net consumers contacted by Andersen said they were more satisfied with **shopping online** than in stores or through catalogs during holidays, even though 40 percent reported various problems
 ...

...abandoned their e-shopping carts at some point.

"Our findings show that consumers' satisfaction with **shopping** , overall, is higher **online** than in the stores or catalogs," noted Steve Johnson, a partner in Andersen and director...

...Jupiter Communications were also upbeat; roughly nine in 10 said they were satisfied, overall, with **shopping online** between Thanksgiving and Christmas, according to preliminary information from the Silicon Alley consultant.

That marks a sharp increase over the 74 percent of cybershoppers who said they were satisfied with **shopping the Web** during holiday '98.

Jupiter is expected to release the full results of its final holiday

...

...consumers' response to those problems appears to be softening as they become more familiar with **shopping online**. "The element of convenience -- saving time, shopping on one's own terms -- is clearly the...

...conducted its survey, online, between Dec. 27 and Jan. 3, by polling the 1,492 **online shoppers** it contacted last October for its preholiday e-commerce study. Responses from 502 of those...

...ratings of Web site performances, consumers contacted by Anderson still made more of their holiday **purchases in stores than online**, in all but two of 20 categories of merchandise: books and videotapes.

Not surprisingly, the...

...to touch and try on before purchasing. About 29 percent of cybershoppers told Andersen they **bought** apparel on the **Web**, compared with the 81 percent who did so in stores, and 41 percent via catalogs.

Nonetheless, apparel still ranked as the fourth most popular category to **buy online** during holiday '99. It followed toys, which topped the chart: 48 percent of shoppers said...

...videotapes in a brick-and-mortar setting.)

Filling out the top 20 types of merchandise **bought online** for holiday gifts were:

Computer hardware and software, ranking fifth; 25 percent of those polled said they'd **bought** them on the **Web**.

Collectibles, candles and knick-knacks, 23 percent.

Housewares and appliances, drew a response from 17...

...category, "other," drew affirmative answers from 13 percent, while none of those surveyed said they **bought furniture online** as holiday gifts.

"We keep an eye on apparel because it's more challenging to...

...charges too expensive, 38 percent.

Troubles connecting to a site, 36 percent.

Didn't receive **confirmation** or status report on a **purchase**, 28 percent.

Merchandise selections were limited, 27 percent.

Web site was too difficult to navigate ideas, 16 percent.

"Thirty-five percent of **online shoppers** who experienced problems on a particular site left for another," Johnson noted.

"Given high customer-acquisition costs, **e-tailers** can't continue to lose one of every three customers and expect to survive."

8/3,K/15 (Item 8 from file: 570)

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01818182 Supplier Number: 57517771 (USE FORMAT 7 FOR FULLTEXT)

I Pointed, I Clicked, I Shopped .(tips to 1999 online holiday shopping)
(Internet / Web / Online Service Information)

Furger, Roberta

PC World, pNA

Nov, 1999

ISSN: 0737-8939

Language: English Record Type: Fulltext Abstract

Document Type: Magazine/Journal; General Trade

Word Count: 1455

I Pointed, I Clicked, I Shopped .(tips to 1999 online holiday shopping)
(Internet / Web / Online Service Information)

ABSTRACT:

Online shopping should make holiday purchases more convenient in 1999, but buyers can follow some tips to...

It's not as daunting as fighting department store crowds, but holiday shopping on the Web has rules all its own.

It's that time of year: When the air turns...

...and drink eggnog instead of downing aspirin and antacids. This year, I'm doing my shopping online.

From the Pokemon cards and games my son is crazy about to the music CDs...

...to check out the selection and service at online stores before the hordes of holiday shoppers hit the Web. I visited more than two dozen sites--from book and music stores to clothing, electronics...

...and local taxation of sales on the Net. But that doesn't mean that all Web purchases are tax-free. Several Web sites I visited collect sales tax--it depends on whether...

...zone. Unless you've got money to burn, don't plan on doing last-minute shopping online. You could spend more on shipping charges than on the gifts themselves. Just ask my...contrast, some merchants put the charge through as soon as the order is placed.

Every Web store I purchased from confirmed my order via e-mail (typically within a few hours). But these e-mails don't always...

...know this information before you buy.

Gap and Nordstrom, among others, let you return goods purchased online to their retail stores, which can save a bundle on return shipping. Other Web stores make you pay...

8/3,K/16 (Item 9 from file: 570)

DIALOG(R)File 570:Gale Group MARS(R)

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01787025 Supplier Number: 55459677 (USE FORMAT 7 FOR FULLTEXT)

Pinning Its Hopes On the Internet.(Online debit is rare indeed on the Internet, but the debit card industry hopes some newly introduced technology will make PINs viable for electronic commerce.)

Green, Jeffrey

Credit Card Management, pITEM99228006

August, 1999

ISSN: 0896-9329

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1484

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

The concept of shopping on the Internet seems simple enough. Just visit a merchant's World Wide Web site, pick out the...

... card fraud.

Some relief may be on the way. Though hardware and software to enable Internet shoppers to use personal identification number-protected online debit cards have been available for several years...

...desire among Web merchants for less risky and less expensive payment alternatives, efforts to bring online debit transactions to the Internet are escalating.

While regional electronic funds transfer networks and other organizations are exploring ways for consumers to initiate online debit transactions at home without jeopardizing the security of their PINs, formidable obstacles lay ahead, observers say...

...consumers' homes in time for this year's holiday season.

Supporting Roles

InnoVonics executives believe **Web retailers** looking to reduce chargebacks and discount fees, which cover their acquirers' processing costs and the...

...issuers, will play supportive roles in the company's endeavor. Card-not-present interchange for **Internet transactions** is considerably higher than card-present interchange applied to in-store purchases, and merchants accepting such types of payment are responsible for any fraud losses.

The interchange...

...the merchant's processor, which sends the encrypted PIN data to the card issuer for **verification**. Once the **transaction** is approved, the transaction amount on the invoice is withdrawn and transferred to the merchant...

...is close to reaching an agreement with an undisclosed bank to promote the device to **online retailers** and consumers, Latkovski says. He says the iKey device costs about \$50 when purchased in...s leading point-of-sale networks, has formed a subcommittee to find ways to process **Internet transactions** using the existing debit infrastructure.

8/3,K/17 (Item 10 from file: 570)

DIALOG(R) File 570:Gale Group MARS(R)

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01745336 Supplier Number: 54411087 (USE FORMAT 7 FOR FULLTEXT)

Not Yet a Sign Of the Times.

Credit Card Management, pNA

April, 1999

ISSN: 0896-9329

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 2367

... be employed in electronic funds transfers, bill presentment, online securities trading, and mortgage and loan **confirmations**, not to mention **Internet card transactions**, says Anil Pereira, director of Internet marketing for VeriSign Inc., a leading player in the...

...of identity verification, as well as the ability to provide privacy and confidentiality of these **transactions**."

Electronic Keys

Digital certificates are issued and linked by a certificate authority to a pair of electronic keys...

...of electronic forms. "With a legal electronic signature, we'll be able to do paperless **transactions** that will hold up in a court of law," says Parker Foley, vice president of electronic commerce for...

...of the chief uses of certificates, according to proponents, was to assure secure credit card **transactions** over the **Internet**. But adoption of digital certificates has been slowed by complex technology and general agreement that...

...commerce consulting firm in Atlanta. "Business users are much more likely to pay for secure **transaction** capabilities **online** than are **retail** customers."

Digital certificates also are gaining in use for the electronic exchange of documents between business partners...Division manager for BofA's Global Treasury Services. First, certificates underpin the bank's current **Internet**-based **transaction** and information network, offering clients greater security for Internet activity. On a broader level, digital

...
8/3,K/18 (Item 11 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2003 The Gale Group. All rts. reserv.

01728428 Supplier Number: 53883342 (USE FORMAT 7 FOR FULLTEXT)

Cash.

Chepesiuk, Ron

Video Store, v21, n5, p19(1)

Jan 31, 1999

ISSN: 0195-1750

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1987

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...first year of the next millenium, consumers are expected to make \$6.5 billion in **purchases** via the **Internet** .

... of secure and convenient online payment systems that can be trusted by both consumers and **retailers** .

"In developing our **online** store, we have found the problem is not using the technology, but nurturing the confidence...

...want," says Michael Mason, Buy.Com Entertainment general manager.

On the flip side, video store **retailers** doing business **online** are concerned with who their customers are, and if they are giving valid credit cards...

...To avoid getting burned, we have learned to verify the address of customers from abroad."

Internet **retailers** also need reliable links between their payment systems and the other office systems, including inventory...

...meet these business needs, electronic systems are now being developed, refined and implemented to facilitate **retail** payment methods **online** .

As a result, the checks, cash and coupons being used in the retail trade today...

...digital.

"It is definitely a trend in society," says Julie Wainright, c.e.o. of **Internet** video **retailer** , Reel.com. "Video retailers can see it at play when you go to the supermarket...

...help reduce administrative overhead."

Proponents of digital currency are betting that the technology will boost **online** **transactions** . Of course, there is a minor glitch, Charraud says.

"Digital currency comes in a wide...

...a payment, the consumer clicks on the CyberCash "pay" button, which is displayed on the **retailer** 's **Web** page. This automatically activates the CyberCash Wallet software. The consumer then selects one of the...the customer's real name. In the final step, First Virtual sends an e-mail **confirmation** to the customer regarding the **purchase** .

"These three companies offer many of the same services, but are trying to do it...

...rents a movie and pays for it with a Smart Card, the video store can **record** the **transaction** back to the card," Edmondson says. "Over a year or so, a customer profile is developed on the card. Customers can come to the **kiosk** in a video store and insert the card, and it will analyze what they have...

...with both retailers and the buying public.

Charraud, meanwhile, offers this advice to video store **retailers** :
"Get involved with **digital** currency if you can determine that the potential profits from offering such a system offset...

8/3,K/19 (Item 12 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2003 The Gale Group. All rts. reserv.

01701803 Supplier Number: 53214663 (USE FORMAT 7 FOR FULLTEXT)
Pizza Hut embraces e-commerce with e-store.
Nation's Restaurant News, p50(1)
Nov 2, 1998
ISSN: 0028-0518
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 452

(USE FORMAT 7 FOR FULLTEXT)
TEXT:

...becoming the first operator in Tricon Global Restaurants' system to take advantage of a new **Web** -based food- **ordering** system.

The 51-unit franchisee based here, last month was the launch pad of a **Web** -based food **purchasing** system undertaken by the Foodservice Purchasing Cooperative, the 800-plus member co-op of KEC...

...orders placed by Pizza Hut of Maryland are transmitted in real time to Instill's **Web** server. **Purchase orders** are then **confirmed** and sent to the operator's new distributor PYA Monarch Chain Distribution Inc. of Greenville...

...Instill a onetime setup charge and a fixed transaction cost of about \$2.50 per **order** . Furthermore, e- **store** data and **transactions** are password protected, and the program can be accessed from any Windows and Macintosh computer...

8/3,K/20 (Item 13 from file: 570)
DIALOG(R) File 570:Gale Group MARS(R)
(c) 2003 The Gale Group. All rts. reserv.

01667123 Supplier Number: 50112785 (USE FORMAT 7 FOR FULLTEXT)
E-commerce and the Food Industry's Future
SHULMAN, RICHARD
Supermarket Business, v53, n6, p30
June, 1998
ISSN: 0196-5700
Language: English Record Type: Fulltext
Article Type: Article
Document Type: Magazine/Journal; Trade
Word Count: 1686

... flexibility could change the way you buy products for your warehouse? In the future your **buyers** may surf the **Internet** looking for the best prices for the products they need. Manufacturers may end up bidding...

...order through the Cybermeals Web site. The service will contact the store, and when the **store** accepts the **order** , **confirm** it to the customer by e-mail.

Supermarket Alert

A third form of consumer direct be a regular user of a **Web** site **ordering** process if I could get competitive prices for ordering pet food in bulk directly from...

8/3,K/21 (Item 1 from file: 387)
DIALOG(R)File 387:The Denver Post
(c) 2003 Denver Post. All rts. reserv.

00230735 (USE FORMAT 7 OR 9 FOR FULLTEXT)

System eases cyberspace shopping

John Markoff, The New York Times

Denver Post, MON1 ED, P E-01

Monday, October 17, 1994

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

SECTION HEADING: BUSINESS

Word Count: 1,044

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...Microsoft software to
access their accounts through home computers.

Still, some experts see the First Virtual transaction system
as potentially the first true consumer link between the world of
credit cards, banks...

...system: the conversion from paper to
electronics, and the shift from branch banking to electronic
transactions .

First Virtual 's president, Stein is also a financial adviser
to rock musicians including Rod Stewart, Kenny...

...simply involve the straight transfer of
money into and out of bank accounts.

Credit-card purchases at retail stores invariably involve the
sales clerk processing the transaction by using a terminal,
modem and telephone...

...networks.

But for the consumer sitting at home with modem and computer,
wandering through the Internet and window-shopping at the
growing number of retail "sites" now cropping up, there is no
simple means...

...software for protecting privacy.

Electronic mail

To make a purchase of information using the First Virtual
system, the buyer simply sends an electronic message to a
merchant over the Internet providing an account number.

The merchant than confirms the account number, delivers the
information and notifies First Virtual of the transaction . The
consumer then has one of three options: confirming the purchase ,
declining the purchase or replying that the purchase was
unauthorized.

First Virtual will charge the merchant 2 percent of the sale
price plus an additional fee of

CAPTIONS: GRAPHIC: N.Y. Times News Service A Plan for Secure Digital
Shopping

8/3,K/22 (Item 1 from file: 492)
DIALOG(R)File 492:Arizona Repub/Phoenix Gaz
(c) 2002 Phoenix Newspapers. All rts. reserv.

10240104

TAKE EXTRA PRECAUTIONS WHEN SHOPPING ONLINE

Arizona (AR

) - Saturday, August 28, 1999

By: State Attorney General's Office

Edition: Final Chaser Section: Valley And State Page: B5

Word Count: 419

TAKE EXTRA PRECAUTIONS WHEN SHOPPING ONLINE

TEXT:

... a world of shopping opportunities and choices without even having to leave home.

Consumers who purchase online don't have to be concerned with traffic jams or store hours. With just a...

...Internet can be intercepted by others.

Because of this possibility, consumers who intend to do online shopping might want to consider a secure browser, which will encrypt or scramble your purchase information...

...any shipping charges, to make sure they are correctly calculated.

* Print a copy of all transactions for your records . Keeping a copy of your order 's confirmation number can be helpful if a dispute about shipping or costs comes up later.

If...

8/3,K/23 (Item 2 from file: 492)

DIALOG(R)File 492:Arizona Repub/Phoenix Gaz

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10214058

RETAILERS START TO OFFER ONLINE SHOPPING IN STORES

Arizona (AR

) - Monday, August 2, 1999

By: Lorrie Grant, USA Today

Edition: Final Chaser Section: Business- Personal Computing & Technology

Page: E2

Word Count: 734

RETAILERS START TO OFFER ONLINE SHOPPING IN STORES

TEXT:

...that are not carried in their typical inventories.

They "have taken the idea of the kiosk and Internet and put them together," says Tom Rauh, management consulting partner at Deloitte Consulting.

...desired size, style, color or model is not available.

The average of people visiting a store who actually purchase something is 25 percent, a recent Deloitte Consulting survey of specialty retailers shows.

Consumers, now...

... item. Consequently, they are increasingly abandoning stores in favor of the immense selection on the Internet .

But **retailers** are betting that they can compete effectively by offering consumers the ability to surf their...

... in the store. They believe consumers will tolerate a couple of days' delay for a **confirmed order**.

"We're trying to further energize retailers to take advantage of the unique store channel...

... provide customer service and keep sales from getting away, it was quite inefficient.

Now the **Internet** is prodding **retailers** to invest in back-end processes and systems to handle orders and ship the product...
... a cataloger, so that they can sell in multichannels, both in store and through the **Web**.

"The customer **shopping** (a retailer) in multiple channels starts to think of you in a different way," Rauh...

8/3,K/24 (Item 1 from file: 631)
DIALOG(R)File 631:Boston Globe
(c) 2003 Boston Globe. All rts. reserv.

09358029

PERSONAL SERVICE, WITHOUT PERSONS IN WEB -BASED PC SALES, BUYER BECOMING LONE HUMAN PRESENCE

Boston Globe (BG) - WEDNESDAY, December 24, 1997

By: John Dodge

Edition: Third Section: Business Page: D4

Word Count: 682

PERSONAL SERVICE, WITHOUT PERSONS IN WEB -BASED PC SALES, BUYER BECOMING LONE HUMAN PRESENCE

TEXT:

Next year, the advantages of **buying** computers over the **Web** will extend well beyond simple convenience. Businesses, which wouldn't dream of using the **Web** today to **buy** big-ticket items, will be forced to go there for two reasons: time and money...

... raison d'etre now seems little more than adding cost to doing business. For computer **buyers**, the **Web** is making obsolete not only the middleman, but other human intercessions such as support, **order** -taking, and **records** maintenance.

Every day, the Web redraws the traditional boundaries between customers and suppliers. In the...

... cost Louis LeBlanc 15 to 20 minutes of his time. Now it takes 90 seconds. " **Order confirmation** is electronic. No one has to call me back. I can track order status on...

8/3,K/25 (Item 1 from file: 633)
DIALOG(R)File 633:Phil.Inquirer
(c) 2003 Philadelphia Newspapers Inc. All rts. reserv.

10590185

AMERICA GETS SMART CARDS, THAT IS. PLASTIC CARDS WITH EMBEDDED CHIPS ARE FINDING EVERYWHERE IN EUROPE. THE NEED FOR GREATER SECURITY IN E-COMMERCE IS FINDING THEM A PLACE HERE.

Philadelphia Inquirer (PI) - Thursday, March 30, 2000

By: Leslie J. Nicholson, INQUIRER STAFF WRITER

TEXT:

When it comes to the security of computer networks and online purchases, the United States is finally getting smart. Smart, that is, in the use of smart...

...September introduction of the American Express Blue card, a smart credit card designed to make Internet transactions more secure.

"AmEx is the first example of a really massive issuance of a bank...

...in Exton.

Blue is the first major credit card designed specifically to ease concerns about Internet shopping. It provides a layer of protection that goes beyond the security features that are built...

... unauthorized use of a person's credit card number and other personal information to make online purchases.

(Even with such measures on the consumer side, the merchant sites themselves could still be...

...Wallet, also holds the logons and passwords needed to use merchant sites and keeps customer purchase records.

Although the whole transaction takes place quickly, it involves a complicated exchange of encoded and...

...here," said spokeswoman Angela Pierce.

For now, the smart features of Blue are limited to online transactions with participating merchants.

For ... in France, the preferred use of smart cards is to verify identities during ordinary, non-Internet transactions in grocery stores, restaurants and other businesses. The cards go into card readers and customers enter their PINs...

... their U.S. counterparts, merchants in many countries cannot perform instant dial-up card number verification.

"Credit and debit card transactions in the United States take place on point-of-sale machines that have excellent connectivity...

8/3,K/26 (Item 2 from file: 633)
DIALOG(R)File 633:Phil.Inquirer
(c) 2003 Philadelphia Newspapers Inc. All rts. reserv.

10245148

PC POSTAGE GETS OFFICIAL STAMP OF APPROVAL TWO COMPANIES ARE LICENSED TO
SELL POSTAGE VIA THE INTERNET. THE FIRST ALTERNATIVE TO STAMPS IN 80
YEARS ISN'T FOR EVERYONE, THOUGH.

Philadelphia Inquirer (PI) - Thursday, September 2, 1999
By: Deborah Claymon, KNIGHT RIDDER NEWS SERVICE
Edition: F01 Section: TECH.LIFE Page: F01
Word Count: 1,255

...trust with a technique known as "public key encryption."

This allows the Postal Service to authenticate all electronic transactions between it and PC Postage vendors. It can also verify communications between the postage vendor...

...against Postal Service sales records.

As a result, every digital stamp is unique - a singular record of a transaction at a particular moment in time, all condensed into a stream of confetti-like dots...

... vault" to be attached to the PC's parallel port (typically used by printers) to store postage purchased from the Internet .

E-Stamp, now available nationally, uses this hybrid hardware-software approach. Before they can buy postage online , users must purchase the vault for \$49.99, install special software, and plug their printer cable into the...

8/3,K/27 (Item 3 from file: 633)
DIALOG(R)File 633:Phil.Inquirer
(c) 2003 Philadelphia Newspapers Inc. All rts. reserv.

07267006

RUSSIANS SHOW LITTLE ENTHUSIASM FOR YELTSIN'S PARLIAMENTARY RIVALS

Philadelphia Inquirer (PI) - THURSDAY September 23, 1993

By: Stephen Seplow, INQUIRER STAFF WRITER

Edition: FINAL Section: NATIONAL Page: A01

Word Count: 1,187

...coup attempt.

Everywhere else in the city people went to work and school as usual, kiosks and stores served shoppers as usual, and couples walked hand in hand along the Moscow...the current Russian Constitution, written in the communist era in 1978, only the parliament can order itself to hold an early election.

Yeltsin acknowledged Tuesday night that his order went beyond his constitutional authority, but he said it was "the only way to defend...

8/3,K/28 (Item 1 from file: 638)
DIALOG(R)File 638:Newsday/New York Newsday
(c) 2003 Newsday Inc. All rts. reserv.

10080011

LONG ISLAND: OUR FUTURE / Chapter 3: Homes and Families / SALES OFTHE

CENTURY / E - tailing - from online catalogues to Internet malls

- ushers in a new kind of home shopping network

Newsday (ND) - Sunday March 21, 1999

By: MICHELE INGRASSIA. STAFF WRITER

Edition: NASSAU AND SUFFOLK Section: NEWS Page: A19

Word Count: 3,882

LONG ISLAND: OUR FUTURE / Chapter 3: Homes and Families / SALES OFTHE

CENTURY / E - tailing - from online catalogues to Internet malls

- ushers in a new kind of home shopping network

TEXT:

...music merchants, the

21-year-old from Great Neck has been doing all of her shopping online .
So far, she's not set foot in a store. No Burger King. No Tower...

...A&P. Nothing.

Instead, she has been filling her dorm room with items she's bought on the Internet .

...toothpaste," Jones says a bit wistfully.

Is this the brave new world of shopping?

If **e - tailers** (that's electronic retailers) are right, consumers of the future may never have to leave home, with or without their credit cards. Although **online purchases** totalled only \$2 billion last year - WalMart alone sells that much in a week - experts predict that within a generation, the **Internet** will reshape the **retail** universe as profoundly as the department store transformed Main Street a century ago and the...

...is expected to double by 2002, and in the not-so-distant future, the omnipresent **Internet mall** could be nearly as ubiquitous as the television and - in all likelihood - hooked into it...

...services and consulting firm, "because consumers will be able to recreate everything else on the **Internet**."

For **retailers** and **e - tailers**, it's a battle to capture new customers and re-energize old ones. To the...

...hulahoops.

But even the most ardent proponents of cradle (babyfurniture.com)-to-grave (funeral.com) **Internet shopping** are not ready to suggest the Web will replace WalMart. At least, experts say, not...

...Thomas, director of digital marketing for Levi's, the world's largest clothing manufacturer. "But **online retailers** can't live off just that. In the future, the bar will have to be...

...ask, 'How can this be superior to the real world?' That's the bar most **online retailers** will have to shoot for - not to be good enough, but to be better."

Clearly, **e - tailing** is already entrenched in the shopping lexicon, and perhaps the strongest indication of its future... corner store. That's how it is for Mary Rogers Nummelin. When she first started **shopping online** several years ago, the 37-year-old from Huntington often considered it the venue of last resort: She **bought** a puppy crate **online** because they were too pricey at local pet shops. And she bought Finnish sauna sausages...adds. Now, she sees no limit to what she might buy. Just talking about her **Internet purchases** makes her wonder if she could find a new clothes dryer on the Web. "It...

...his dark portrayal of Boston, circa 2000, a citywide system of pneumatic tubes zip shoppers' **orders** from **store** to warehouse and goods from warehouse to home.

Of course, Bellamy wasn't the only...

...people who will sit around and read and talk. The privatizing that goes on in **Internet shopping** has to be counterbalanced in other areas of people's lives. Shopping is a place...

...go out and have drinks with your friends. You can become very antisocial living totally **online**, **ordering** food in and never going out."

That's not her only online irritation. The worst...

...she's wanted "forever." After meticulously tracking them down at Shoes.com, Blanco placed her **order** and even got a **confirmation**. A few days later came an e-mail that red

suede had been discontinued. "It...

...ordinarily want to touch, feel, taste and try on.
It's already starting: You can **buy** eyeglasses **online** . And bananas. And jeans. And bedroom furniture. Clearly, **e - tailers** are taking their cue from traditional catalog shopping, as well as from less-conventional direct...

...3 percent of people online use e-mail regularly, just 16.2 percent visit an **online mall** , according to a 1998 study by Jupiter Communications, the New York-based Internet analyst company...anticipating that I'm running low on these products and I'll restock."

Even if **online shoppers** are willing to restock essentials such as toilet paper, it's less certain they'll...
...fat-per-serving."

But those are small steps. Ironically, to win over vast numbers of **shoppers** , experts say the **online** experience will have to feel more like in-store shopping - more tactile, more varied, more...

...the sort of cacophony shoppers have come to expect on an average Saturday at the **mall** .

Equally significant, **online** sites will become a lot hipper. These days, most **e - tailers** still treat a computer screen like a flat catalog page, which explains why so many...

...It's as close as you can get to feeling the cashmere scarf."

A few **e - tailers** are already heading in that direction. Gap.com - considered one of the cleverest clothing sites...

...over to it, look at it and take the product and drag it to your **shopping cart**."

Some **online shopping** may actually become more personal. Andrew Brooks, president of Furniture.com, says that, within decades...

...traditional stores.
"Consumers," the study concluded, "require incentives to offset the newness and uncertainty of **online shopping** ."

Cybershopper Nummelin agrees. Though she's more-than-willing to consider big-ticket purchases, she...

...they don't have to pay rent on the store."

Where does this leave traditional **retailers** ? While **online** companies race to capture the in-store experience, stores are desperate to harness the online...to <http://future.newsday.com> and you will be able to:

--Voice an opinion about **online shopping** in the Future Forum.

--Follow links to consumer advocacy Web sites.

--Review a complete archive...

...Home"; "Famous First Facts"; Current Biography, Value Retail News, Annual Guide to Mail Order Sales

Online Shopping

The actual number of people who shop online and how much they spend:

Number of...

...4*

2001 \$27.3*

2002 \$41.1*

*-Projected

A SOURCE: Jupiter Communications

THE FUTURE POLL

Online Shopping

By when will we shop for more of our items on computers than by going...

CAPTION:

... Home"; "Famous First Facts"; 'Current Biography, ValueRetail News, Annual Guide to Mail Order Sales. 2) **ONLINE SHOPPING** . The number of people who shop online and how much they spend. SOURCE: Jupiter Communications. 3) Chart - THE FUTURE POLL. **ONLINE SHOPPING** . By when will we shop for more of our items on computers than by going to stores...

... Ned Levine - Food, clothes and gifts coming out of a computer. 1) Photo by Moises Saman - **E - tailing** is a reality for Mary Rogers Nummelin of Huntington, who's doing some **online shopping** during a break at work. 2) Photo by Thomas A. Ferrara - Tomiko Jones of Great Neck...

8/3,K/29 (Item 2 from file: 638)

DIALOG(R) File 638: Newsday/New York Newsday

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10080002

QUEENS: OUR FUTURE / Chapter 3: Homes and Families / SALES OF THE CENTURY /
E - tailing - form online catalogues to Internet malls - ushers in
a new kind of home shopping network
Newsday (ND) - Sunday March 21, 1999
By: MICHELE INGRASSIA. STAFF WRITER
Edition: QUEENS Section: NEWS Page: A17
Word Count: 3,879

QUEENS: OUR FUTURE / Chapter 3: Homes and Families / SALES OF THE CENTURY /
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TEXT:

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...3 percent of people online use e-mail regularly, just 16.2
percent visit an **online mall**, according to a 1998 study by Jupiter

Communications, the New York-based Internet analyst company...anticipating that I'm running low on these products and I'll restock."

Even if **online shoppers** are willing to restock essentials such as toilet paper, it's less certain they'll...
...fat-per-serving."

But those are small steps. Ironically, to win over vast numbers of **shoppers**, experts say the **online** experience will have to feel more like in-store shopping - more tactile, more varied, more...

...the sort of cacophony shoppers have come to expect on an average Saturday at the **mall**.

Equally significant, **online** sites will become a lot hipper. These days, most **e - tailers** still treat a computer screen like a flat catalog page, which explains why so many...

...It's as close as you can get to feeling the cashmere scarf."

A few **e - tailers** are already heading in that direction. Gap.com - considered one of the cleverest clothing sites...

...over to it, look at it and take the product and drag it to your **shopping cart**."

Some **online shopping** may actually become more personal. Andrew Brooks, president of Furniture.com, says that, within decades...

...traditional stores.
"Consumers," the study concluded, "require incentives to offset the newness and uncertainty of **online shopping**."

Cybershopper Nummelin agrees. Though she's more-than-willing to consider big-ticket purchases, she...

...they don't have to pay rent on the store."

Where does this leave traditional **retailers**? While **online** companies race to capture the in-store experience, stores are desperate to harness the online...to <http://future.newsday.com> and you will be able to:

--Voice an opinion about **online shopping** in the Future Forum.

--Follow links to consumer advocacy Web sites.

--Review a complete archive...

...Home"; "Famous First Facts"; Current Biography, Value Retail News, Annual Guide to Mail Order Sales

Online Shopping

The actual number of people who shop online and how much they spend:

Number of...

...4*

2001 \$27.3*

2002 \$41.1*

*-Projected

A SOURCE: Jupiter Communications

THE FUTURE POLL

Online Shopping

By when will we shop for more of our items on computers than by going...

CAPTION:

... Home"; "Famous First Facts"; 'Current, Biography, ValueRetail News, Annual Guide to Mail Order Sales. 2) **ONLINE SHOPPING** . Thenumber of people who shop online and how much they spend. SOURCE:Jupiter Communications. 3) Chart - THE FUTURE POLL. **ONLINE SHOPPING** . Bywhen will we shop for more of our items on computers than by going tostores...

... Ned Levine -Food, clothes and gifts coming out of a computer. 1) Photo by MoisesSaman - **E - tailing** is a reality for Mary Rogers Nummelin of Huntington,who's doing some **online shopping** during a break at work. 2) Photo byThomas A. Ferrara - Tomiko Jones of Great Neck...

8/3,K/30 (Item 1 from file: 640)

DIALOG(R)File 640:San Francisco Chronicle

(c) 2003 Chronicle Publ. Co. All rts. reserv.

08774018

VERIFONE UNVEILS YOUR VERY OWN ATM

San Francisco Chronicle (SF) - MONDAY, September 30, 1996

By: Arthur M. Louis, Chronicle Staff Writer

Edition: FINAL Section: Business Page: E1

Word Count: 499

TEXT:

...rearrange the furniture.

The Redwood City electronics company -- the leading provider of computer systems that **validate** retail credit-card **purchases** -- will announce a new product called the Personal-ATM today at an American Bankers Association...

...Personal-ATM, a consumer will be able to use the smart cards to pay for **purchases** at **stores** , restaurants or other **retail** establishments.

INTERNET BUYING

The Personal-ATM also will be used to purchase goods and services via computer, over...

8/3,K/31 (Item 2 from file: 640)

DIALOG(R)File 640:San Francisco Chronicle

(c) 2003 Chronicle Publ. Co. All rts. reserv.

04537203

KEY COMPUTER MARKET HEATS UP

SAN FRANCISCO CHRONICLE (SF) - WEDNESDAY July 20, 1988

By: Don Clark, Chronicle Staff Writer

Edition: FINAL Section: BUSINESS Page: C1

Word Count: 891

TEXT:

... an IBM mainframe, Oracle said its software performed 265 transactions per second - breaking an old **record** of 240 **transactions** set using Tandem computers and software.

... series of special features will continue to make Tandem computers and software strong sellers.

THE TRANSACTION

PROCESSING BATTLEGROUND

-- DIGITAL EQUIPMENT CORP./MAYNARD, MASS.

Sales: \$9.4 billion (1987)

Developments: Digital yesterday announced DECTp, an...

...Computers.

-- IBM CORP./ARMONK, N.Y.

Sales: \$54.2 billion (1987)

Developments: IBM is the **acknowledged** leader in **transaction** processing, with 57 percent of a \$17 billion market in 1987. It mainly sells large...

8/3,K/32 (Item 1 from file: 641)
DIALOG(R)File 641:Rocky Mountain News
(c) 2003 Scripps Howard News. All rts. reserv.

09827043

SANTA GETS WIRED ONLINE CHRISTMAS SHOPPING IS FUN, FAST, AND DONE

Rocky Mountain News (RM) - Monday, November 23, 1998

By: Lisa Greim Everitt News Staff Writer

Edition: Final Section: Business Page: 1B

Word Count: 1,806

SANTA GETS WIRED ONLINE CHRISTMAS SHOPPING IS FUN, FAST, AND DONE

MEMO:

MILE HIGHTECH COVER

Headline p.1A - MILE HIGHTECH: **SANTA GETS WIRED / ONLINE SHOPPING GUIDE.**

SEE END OF TEXT FOR INFOBOX

...you can, maybe you did what I did - made a list, checked it twice and **shopped online** .

Using tools you probably have around your house - a chair, a computer and a major...

...You'd be in good company. Analysts expect 1998 to be a banner year for **online shopping** , estimating \$6 billion to \$13 billion in revenues - disbursed by 8.7 million households, more than double 1997's figure.

About three-quarters of catalog **retailers** have a **Web** site, ``and if they're not there yet, they're moving there,'' said Amy Blankenship of the Direct Marketing Association in New York.

America **Online** 's **shopping** channel attracted 7 million browsers and buyers this year, half its registered user base, said...

...least one item online this year, according to a recent Harris poll.

Others may browse **online** but **buy** in person or over the phone. ``Not everyone shops the same way,'' said Thane Ryland of Lands' End, one of the earliest catalog retailers to make the transition to the **Web** .

Brick-and-mortar **retailers** such as Toys R Us and Macy's use their Web sites as a brand...

...s Clinique brand has had a Web site for three years but didn't add **online ordering** until customers demanded it, said Angela Kapp, vice

president for special markets and new media...

... a happy person. I found it easier to stay within my spending limits on the Web , where the `` shopping cart'' form returns a total with each item added, than in real life.

I was...through U.S. Mail.

* Minus: Bet you can't buy just one.

* New: ``My CDNow'' stores your purchases , tracks your wish list, predicts what you might like.

FOR OUTDOOR STUFF

* www.rei.com...

...or tannin.

FOR YOURSELF

* www.onehanesplace.com. If only wearing pantyhose were as easy as buying them online .

* Plus: Hanes, L'Eggs, Champion, Bali, in nicely priced multipacks, just like the outlet stores...

... results from major search engines, including Yahoo, Altavista and Thunderstone.

* I always print out the order confirmation page as a receipt. If you don't have a printer, be sure to copy...

8/3,K/33 (Item 1 from file: 702)
DIALOG(R)File 702:Miami Herald
(c) 2003 The Miami Herald Publishing Co. All rts. reserv.

10172038
HOW CAN I PROTECT MYSELF FROM INTERNET FRAUD?
Miami Herald (MH) - Monday, June 21, 1999
By: NOELLE KNOX, Associated Press
Edition: Final Section: Front Page: 13A
Word Count: 292

TEXT:

An increasing number of people are shopping on the Internet . Federal regulators have seen a dramatic rise in the number of hucksters and downright criminals...

...withhold payment while the creditor investigates them.

* Keep a record.

Print a copy of the purchase order and confirmation number for your records . Orders made via the Internet also are covered by the federal Mail or Telephone Order Merchandise...

DESCRIPTORS: INTERNET ; FRAUD; SHOPPING ; GUIDELINES

8/3,K/34 (Item 1 from file: 703)
DIALOG(R)File 703:USA Today
(c) 2003 USA Today. All rts. reserv.

08672973

Let your fingers do shopping...in store

USA TODAY (US) - WEDNESDAY July 28, 1999

By: Lorrie Grant

Edition: FINAL Section: MONEY Page: 03B

Word Count: 766

TEXT:

Traditional **retailers** are making their **Web** sites accessible in stores to sell goods not carried in their typical store inventories.

''(They) have taken the idea of the **kiosk** and Internet and put them together,'' says Tom Rauh, management consulting partner at Deloitte Consulting.

... an item. So they are increasingly abandoning stores in favor of the selection on the **Internet** .

But **retailers** are betting that they can compete effectively with the Internet by offering consumers the ability...
... in the store. They say consumers will tolerate a couple of days' delay for a **confirmed order** .

''We're trying to further energize retailers to take advantage of the unique store channel...

... to provide customer service and keep sales from getting away, it was inefficient.

Now the **Internet** is prodding **retailers** to invest in back-end processes and systems to handle orders and ship the product...

... bypass checkout counters by ordering the merchandise on line in the store and having their **purchases** shipped home.

'' **Stores** know how many pieces they have. The issue is leveraging the information so it enhances...

8/3,K/35 (Item 2 from file: 703)

DIALOG(R)File 703:USA Today

(c) 2003 USA Today. All rts. reserv.

08658010

Organizing direct investing

USA TODAY (US) - FRIDAY THROUGH SUNDAY February 19, 1999

By: Sandra Block

Edition: FINAL Section: MONEY Page: 03B

Word Count: 1696

...planner in Phoenix.

* Cherish the year-end statement. Most companies provide a year-end statement **documenting** all your **transactions** for the year. This will give you the information you need to determine how much...

... agent. The transfer agent handles purchases and sales of the stock and should have a **record** of your **transactions** for at least two or three years, says James Volpe, vice president of First Chicago...help with direct investing

Some places to go for more information about direct investing:

Direct **Purchase** Plan Clearinghouse, [www .enrolldirect.com](http://www.enrolldirect.com), 1-800-774-4117. Investors can request information and enrollment applications for companies...

EKD

May 8, 2003

8/3,K/36 (Item 1 from file: 713)
DIALOG(R)File 713:Atlanta J/Const.
(c) 2003 Atlanta Newspapers. All rts. reserv.

10341001

CLOCKING SHOPPING : WE PUT MALLS , WEB , CATALOGS TO THE TEST
Atlanta Constitution (AC) - Tuesday, December 7, 1999
By: Lyle V. Harris; Staff
Edition: Home Section: Features Page: F1
Document Type: Series
Word Count: 2,591

CLOCKING SHOPPING : WE PUT MALLS , WEB , CATALOGS TO THE TEST

MEMO:

... five-part series on electronic shopping, "e-buyersguide." Today's installment compares shopping at a store , phoning in orders from a catalog and shopping online .e- buyersedge .com

...and touch what you're buying, consult a salesclerk and shop a variety of stores. Online shopping can be more convenient, but it requires a computer and credit card. Both online and catalog shopping can raise the price of your purchase --- you usually must pay for shipping --- and actually...

...the \$4.95 gift wrap option. It takes an additional 6:20 to complete my virtual shopping and print a hard copy of the order confirmation number. (Any e-shopper worth his salt knows you always do this.) The next day...it to "prefer not to say." After 10:22 I pay and print out my order confirmation . Later I realize I'd forgotten to order the matching top. My bad move, but...

... 55 for underwear and tax + \$16.95 for shipping and handling = \$51.50
Arrived as ordered ? No. Combined with online order.

J.C. PENNEY

At the mall: At 7:51 p.m. Nov. 30, I...a snap, and I'm there in 4:24. I begin clicking stuff into my virtual shopping bag, but then I realize I can input catalog numbers directly into the Web site...

CAPTION:

...own popularity as e-commerce catches on.

Tuesday: Is it faster to shop at a store , call in orders from a catalog, or buy online ?

Wednesday: Web retailers struggle to find a way to appeal to teens (who don't have credit cards) without involving their parents (who do).

Thursday: Our big ebuyersedge.com package: How online shopping is changing our lives. The international reach of the Web. How to let a "bot ...

...I Find It on the Web? And finally, our list of more than 100 useful shopping sites.

Online : Our Web site will feature each installment of this series as it's published. www.ajc.com...

8/3,K/37 (Item 1 from file: 714)
DIALOG(R)File 714:(Baltimore) The Sun
(c) 2003 Baltimore Sun. All rts. reserv.

10272040

Retailers scurrying to get online ; Sales: They are the focus f the retail business, and " e - tailing " is suddenly a way to improve them.
THE BALTIMORE SUN (BS) - Wednesday September 29, 1999

By: SUN STAFF @B Lorraine Mirabella
Edition: FINAL
Section: BUSINESS
Page: 1C

Word Count: 949

Retailers scurrying to get online ; Sales: They are the focus of the retail business, and " e - tailing " is suddenly a way to improve them.

TEXT:
...fast.

But it's no simple matter, say retailers, manufacturers and consultants at the National Retail Federation's inaugural Internet retailing conference, NRF.com.

... a traditional retailer has to be where the customers are -- online -- and that the best retail Web sites become an extension of the business that helps draw traffic to the stores.

"Anyone...

...Co. and J. C. Penney Co. Inc.

Once thought of as just a passing fad, " e - tailing " as it has been dubbed, grabbed the attention of retailers and Wall Street after the...

... conference-goers to the four-day event -- the first the NRF has presented solely on Internet retailing .

Though it seems now that every national chain and brand name has adopted the Internet...

... the biggest challenges faced by brick and mortar retailers as they make the transition to " click and mortar " is shipping to millions of individuals, she said.

"You want to make it easy for...

... disappointing holiday selling season online last year, Lids, a hat retailer, has dramatically improved its Internet shopping , said Seybold, who has worked with the retailer since early this year.

To simplify the...

...have no credit, the retailer has instituted a Lids cash card that can be used online or at the mall . And shoppers who don't find their size, color or team logo in stock at the store can order online from the store.

Other retailers say they continue to improve their sites in anticipation

...

... customers to check in-stock availability and reserve an item for pickup at a nearby store and confirm orders and shipping via e-mail, said Ken Brame, senior vice president and chief information officer...

8/3,K/38 (Item 1 from file: 715)
DIALOG(R) File 715:Christian Sci.Mon.
(c) 2003 Christian Science Monitor. All rts. reserv.

09372223

CONSUMER-PROTECTION WEEK

Christian Science Monitor (CH) - Monday, February 14, 2000

By: Compiled by Steven Harris

Edition: ALL Section: FEATURES, WORK & MONEY, A WEEK'S WORTH Page: 14

Word Count: 199

TEXT:

... reveal personal passwords or PIN numbers. *Ask for identification from door-to-door salespeople. *When **shopping** via the **Internet**, shop from vendors that post privacy policies. Try to use a "secure" browser. *Make sure...

... and handling fees upfront. Many vendors tag these fees on at the end. *Keep a **record** of your **purchases**. (Write down a sales **confirmation** number and the name of the person you deal with.) *Track your order; ask which...

8/3,K/39 (Item 1 from file: 735)
DIALOG(R)File 735:St. Petersburg Times
(c) 2000 St. Petersburg Times. All rts. reserv.

10180088

COMPANY'S ACTIONS MERIT COMPLAINT

St. Petersburg Times (PE) - MONDAY June 28, 1999

By: NANCY PARADIS

Edition: 0 SOUTH PINELLAS Section: FLORIDIAN Page: 2D

Word Count: 699

TEXT:

I **ordered** a **digital** camera on Feb. 12 through the Internet via the Web site <http://www.theweb-shop.com>. The **order** was **confirmed** the following day and after a long delay and numerous e-mail messages to the...

... is yes. The Federal Trade Commission's Mail or Telephone Order Merchandise Rule applies to **purchases** made over the **Internet**. (A phone is required to make the connection!) It stipulates that merchandise must be shipped...

...number, 893-8171, or, outside of Pinellas, (800) 333-7505, ext. 8171, to leave a **recorded** **request**.

Requests will be accepted only by mail or voice mail; calls cannot be returned. We will...

8/3,K/40 (Item 1 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext
(c) 2003 Financial Times Ltd. All rts. reserv.

0010021326 BOJCOAGABZFT

SURVEY - MASTERING INFORMATION MANAGEMENT: Surfing among sharks: how to gain trust in cyberspace

SIRKKA JAVENPAA

Financial Times, Surveys ED, P 5

Monday, March 15, 1999

DOCUMENT TYPE: Surveys; NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT

Word Count: 2,412

...as the list of markets grows longer and longer but the message is clear: an **internet** presence allows **retailers** to reach potentially millions of consumers worldwide.

Greater choice, lower prices and the creation of...

...has the ability and motivation to deliver goods and services of the quality they expect, **internet shopping** will not reach its full potential. Indeed it risks becoming discredited.

The US Department of...

...From the consumer's standpoint, trust is the antidote to perceived risk in a business **transaction** . **Internet** consumers will inevitably wonder whether a merchant will deliver the goods that they have paid...

...find something interesting and competitively priced to buy, and perceive the seller as trustworthy, will **buy** .

Nevertheless, **internet** merchants need to address issues such as fear of privacy invasion and abuse of customer information (about their credit cards, for example) because they stop people even considering the **internet** as a **shopping** medium.

Earlier this year, one of the present authors received an e-mail from a...

...order submission was likely side-tracked. (A well-known internet bookstore) did not have any **record** of my **order** , and within a few days, someone had purchased a stereo system in the United Arab...the number of interactions, some internet stores have started emphasising post-sales contacts, such as **order confirmation** , stronger product warranties, and customer support.

Specific results about internet consumer trust have been obtained...School of Economics, and the University of Melbourne. The group has studied ways in which **online retailers** can increase consumer trust and thereby increase the willingness of prospective customers to shop in...

8/3,K/41 (Item 2 from file: 476)

DIALOG(R)File 476:Financial Times Fulltext

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0009044651 BOHLJAGAGBFT

Technology: Trading standards: Geoff Nairn . Using the world wide web : Transaction processing has been given a new lease of life

GEOFF NAIRN

Financial Times, London Edition 1 ED, P 22

Wednesday, December 10, 1997

DOCUMENT TYPE: Features; NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 912

Technology: Trading standards: Geoff Nairn . Using the world wide web : Transaction processing has been given a new lease of life

TEXT:

Agrowing need to handle business **transactions** over the **internet** has brought new life to the long-established technology of transaction processing.

Redesigned to cope with the **internet** , the latest **transaction** processing software promises to make business web sites reliable.

Make a flight reservation today and the booking will probably be handled by a traditional **online transaction** processing (OLTP) system. The travel agent taps the details into a terminal and the data are sent by private network to a mainframe computer that seconds later **confirms** the **transaction** .

OLTP is vital to many businesses that each day must process thousands, if not millions...

...and remaking the connection as data is sent.

This creates unpredictable performance when using the **internet** for real-time **transactions** , such as order entry, customer service and, in particular, electronic commerce. Software packages exist to allow

businesses to create 'virtual stores' and take orders through the web, but when traffic increases response times slow to a crawl.

'Expectation levels...

...the user will go somewhere else.'

Sybase wants to bring OLTP performance and reliability to internet-based transactions. Its Jaguar product marries a TP monitor with object technology - a component approach to software...

...BEA Systems.

The Java-based Jolt product allows Tuxedo automatically to 'roll back' or undo web transactions that do not complete successfully - when communication is lost, for example. Roll-back is important because without it the half-finished transaction remains on the web server in a state of limbo, wasting precious computing resources.

BEA and Netscape recently demonstrated...

8/3,K/42 (Item 3 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext
(c) 2003 Financial Times Ltd. All rts. reserv.

0008517189 BOGDIAACZFT

Media futures: Secure software race begins

PAUL TAYLOR

Financial Times, London Edition 1 ED, P 15

Tuesday, April 9, 1996

DOCUMENT TYPE: Features; NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE:
FULLTEXT

Word Count: 357

...features, OM-Transact uses a system of codes that registered trading partners can use to authenticate Net transactions and creates real-time transaction records for merchants and online account statements for customers.

Among its US-based customers are Time...

...electronic commerce and intraNet applications.

Time Warner, the US media group, is initially using OM- Transact to sell content online from its Pathfinder Web site.

In Britain, Unipalm Pipex, the largest corporate Net access provider...

8/3,K/43 (Item 4 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext
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0008505650 BOGFEEAACOFT

Survey - FT Review of Information Technology: Milestone in the history of money

ROD NEWING

Financial Times, Survey London Edition 1 ED, P 6

Wednesday, June 5, 1996

DOCUMENT TYPE: Surveys; NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE:
FULLTEXT

Word Count: 463

...marketing.

Electronic cash uses a plastic smart card with an embedded microprocessor

capable of executing transactions and storing balances. 'VISACash' cards will be available in Dollars 10, Dollars 20, Dollars 50 and Dollars ...

...stations.

Users insert the card into a terminal which displays the balance, then the customer confirms the amount of the transaction by pressing a button and the cash is transferred. The new balance is then displayed...

...make debit payments, store value with electronic cash, provide the ability to carry out secure transactions on the Internet, provide electronic banking and allow users to replenish their electronic cash, he says.

8/3,K/44 (Item 5 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext
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0006039302 B0BKNC2ABMFT
Technology (Software at Work): New sound strikes a chord at HMV -
Continuing a series on getting the most out of software, a look at a system that transforms ordering
CLAIRE GOODING
Financial Times, P 12
Thursday, November 14, 1991
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
Word Count: 1,685

...to relay their lists of orders over the phone. Due to the line congestion (every store placing several orders with different suppliers), some orders were often delayed until Tuesday, so important stock arrived late...

...including an electronic catalogue of more than 40,000 items. Eros users build up their orders on the PC, validating them against the current catalogue. They can even use them to look up the catalogue...

...information technology into the fabric of HMV's business. He brought with him experience in computerising retail and distribution from cosmetic firm L'Oreal.

For HMV, adopting Eros is the first step...

8/3,K/45 (Item 1 from file: 711)
DIALOG(R)File 711:Independent(London)
(c) 2003 Newspaper Publ. PLC. All rts. reserv.

05163104
Shopping : The virtual shopping trolley
Independent (IN) - Friday, June 12, 2009
By: Dominic Lutyens
Edition: 3 Section: Features Page: 18
Word Count: 1,213

Shopping : The virtual shopping trolley

...on impulse?

Helen Bridgett, marketing manager of Tesco Direct, disagrees. Backing the pleasures of "dual shopping" (buying online and in-store) she says: "Our stores are still a real asset. Customers like the...

... Ramsden, brand development director at Safeway, which is piloting a

home-shopping scheme called Easi- Order (launch date to be confirmed),
agrees: "Our research shows that customers still like the option of coming
to the store...

... base - of couch potatoes, eco-warriors and, anyone who dreads checkout
queues. Trolley dashes RIP. . .

VIRTUAL SHOPPING - A BROWSER'S GUIDE

Supermarkets

ASDA

ASDA@t home

Croydon, Greater London

Mail-order catalogue...

....300 1707

Upwards of 1,000

Variable according to product and destination. Free for

account holders on orders over pounds 40 within the UK
Next-day delivery. Between 8am to 6pm. Surcharge

(varies...

9/3,K/1 (Item 1 from file: 570)
DIALOG(R)File 570:Gale Group MARS(R)
(c) 2003 The Gale Group. All rts. reserv.

01964990 Supplier Number: 65096510 (USE FORMAT 7 FOR FULLTEXT)
If we didn't make our goals," says Mulvey, "we couldn't make payroll.".(
Internet raising standard for retailers)
Inc., p62
March 14, 2000
ISSN: 0162-8968
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; General
Word Count: 4055

If we didn't make our goals," says Mulvey, "we couldn't make payroll.".(
Internet raising standard for retailers)
... not to ship single orders to millions of consumers.
Don't call Camera World a " click -and- mortar " or an old-fashioned
retailer with a Johnny-come-lately Web site. Call it, rather...

...well before you put up a Web site, no amount of bells and whistles or
transactional and design prowess online will make the Web component of
your business successful.

To understand how Cameraworld.com operates...plastic tubs. Before
the items were packed, other workers checked to make sure that the
products matched the order, recorded the product serial numbers, and
filled out a receipt. Then shippers packed...talk with the sales and
support staff.

When a customer orders a camera through the Web site, the
transaction is zapped from the servers to the order-fulfillment database
via a dedicated high-speed...

...sent to the customer, noting the time the package is scheduled to ship.
Using a confirmation number supplied by the company, the customer can
check the Web site to track the order...